

Stakeholder Update

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PUC 2025 Highlights

Message from Nolan Moser, Executive Director

As we look back to 2025, we're in awe of the breadth of what was achieved and the dedication that made it possible. This year required adaptability, collaboration, and a willingness to take on a variety



of complex challenges. From major operational transitions and legislative demands to complex work in safety, clean energy, and consumer protections, which was delivered with professionalism and purpose. These accomplishments reflect the PUC's expertise and deep commitment to serving Oregonians each and every day.

Below we worked to summarize some of the major themes that emerged from this year's work which is by no means, an all-inclusive list.

PUC By the Numbers



494 dockets opened
4,470 filings accepted
545 orders issued
10 appeals handled
Completed 8 water & 2 natural gas rate cases



11,000 calls handled by Consumer Services
Opened 2,396 consumer cases & closed 2,558
7,132 calls handled by RSPF
10,000 Oregonians accessed Lifeline/RSPF benefits

232 bills tracked
15 bills implemented



Legislative, Executive & Policy Work

- Tracked 232 bills during a record-breaking legislative session with 3,466 bills introduced.
- Implemented 15 substantive policy bills impacting the PUC, including five with new fiscal resources.
- Customer protections (Division 21) rulemaking, strengthening consumer safeguards.
- Procedural Equity Report published, advancing equitable regulatory processes.
- Expanded regulatory spaces to address climate change, including deferral accounting for mitigation costs.
- Developing a framework for large load growth, supporting Oregon's economic and decarbonization goals.
- Working with regional partners on the Residential Exchange to support

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2025 Highlights

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long-term affordability and program stability.

- Updated renewable compliance rules and advanced PURPA & direct access investigations.
- Engaged in regional energy market transformation with the establishment of the Regional Organization for Western Energy (ROWE)—marking a major shift in Western grid governance.
- Successfully hosted NARUC's 2025 Western Conference in Portland with record-breaking attendance.

Oregon Board of Maritime Pilots (OBMP)

- Completed rigorous pilot evaluations for two pilot groups.
- Achieved zero pilot-related incidents statewide.
- Completed a leadership transition to Captain Len Tumbarello.

Regulatory & Rate Case Work

- Completed nine water rate cases, including converting unmetered customers to metered service.
- Completed two natural gas rate cases, as well as various other-rate-impacting dockets.
- Reviewed various major utility plans including distribution system planning, transportation electrification, integrated resource plans, wildfire mitigation plans, among others.
- Improved long-term planning and cost frameworks by evaluating large utility system plans, refining methodologies used in energy efficiency and resource planning, and supporting Oregon's evolving approach to resource adequacy, interconnection, and reliability.
- Advanced key policy and regulatory initiatives, resolving or progressing long-standing investigations, modernizing ratemaking approaches.
- Coordinated with other states on multi-state resource planning and procurement processes.
- Made significant improvements to customer protections

Safety, Wildfire Mitigation & Emergency Management

- Co-hosted the Western Wildfire Workshop, improving safety and reducing hardening costs across the West.
- Maintained strong gas safety performance through PHMSA audits.
- Completed statewide electric safety audits under NESC and vegetation management requirements.
- Reviewed and approved IOU wildfire mitigation plans and delivered Phase 1 of the risk-spend efficiency framework.

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2025 Highlights

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- Strengthened emergency coordination efforts through statewide exercises, GridEx participation, and support PSPS and energy-event planning.

Energy Programs, Planning & Clean Energy Transition

- Approved Energy Trust's 2026-2030 Multiyear Plan, committing \$2.55 billion to cost-effective energy efficiency with benefits for environmental justice communities.
- Oversaw continued growth of the Oregon Community Solar Program, with more than 10,500 subscribers and expanding access for low-income households.
- Advanced energy efficiency methodologies including avoided capacity values and multiyear balancing accounts.

Telecommunications & Emergency Systems

- Advanced Oregon's Next Generation 911 (NG911) transition, moving Oregon toward a more reliable, IP-based emergency response system.
- Handled significant telecom reliability complaints.

BizApps Replacement Update

The Valence Project (Docketing and Discovery systems replacement) is making progress. User Acceptance Testing (UAT) is set to begin in February and conclude in April. UAT training begins with an online general overview on February 4 for PUC users of the system. More intense training is taking place the week of February 9, with the DorgerSoft (vendor) team coming to Oregon to provide the training. The training is scheduled for two days in the Portland office and three days in the Salem office and is broken out in groups of user types (Power Users, Utility Staff, Commissioners, administrative law judges and external users). Once our week of UAT training is complete, we

will be testing and providing feedback to the vendor for the next 10 weeks.

We note that this is our "emergency procurement" to achieve a system that covers basic functionality, and we have been working to configure an off-the-shelf product to meet our basic needs. Because this is not a custom-built system, we will be constrained by those configuration limitations.

2024 utility statistics available

The 2024 Oregon Utility Statistics Book is now posted online. This publication provides data provided by the electric, natural gas, water and telecommunications utilities serving Oregon residents. [Take a look!](#) To access historical data, the PUC has Oregon Utility Statistics books [since 1970](#).



PUC Adopts Stronger Utility Customer Protections, Advances New Measures to Reduce Energy Insecurity

The PUC adopted a comprehensive set of new rules and temporary measures designed to strengthen protections for residential utility customers—particularly households experiencing financial hardship, medical needs, or extreme weather conditions for customers served by Oregon's investor-owned utilities (IOUs), including Avista, Cascade Natural Gas, Idaho Power, NW Natural, PacifiCorp, and PGE.

The PUC's actions reflect a growing statewide focus on reducing energy insecurity and ensuring essential utility services remain affordable, accessible, and safe. The new rules expand customer protections during emergencies such as severe weather events, wildfire evacuations, and hazardous air quality events, while also reducing barriers to maintaining/restoring service.

Key Enhancements to Customer Protections

- Easier access to utility service – Utilities now accept a broader range of identification options when customers initiate service.
- Lower reconnection costs – Reconnection fees are eliminated when service can be restored remotely, as well as for income-qualified customers and those with a medical certificate. After wildfire evacuations or severe weather, these customers will not be required to pay fees or outstanding balances to reconnect.
- More time to pay overdue bills – Customers have up to six billing cycles to catch up on past-due balances when seeking reconnection, expanding on the previous two billing cycles.
- Stronger weather-related shutoff protections -- Disconnections paused during and for 48 hours after a severe weather event for all residential customers.
- Clearer Information about customer protections – Utilities will offer simple explanations of available protections in bill inserts, online, and through community action agencies and customer service teams.

Temporary Measures to Address Energy Insecurity (all IOUs)

In response to heightened concerns from legislators, energy justice advocates, and PUC staff, the Commission also approved several temporary actions to provide additional support.

- Submit monthly reports tracking energy burden metrics for residential customers.
- Offer 24-month Time Payment Arrangements for customers with over-due balances needing extended flexibility, which is available through at least May 1, 2026.
- Provide a minimum 30-day pause on disconnections for customers who self-report economic hardship, through March 1, 2026.

Customer Protections

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Additional requirements for Idaho Power, PacifiCorp, and PGE include:

- Implement a temporary disconnection moratorium for bill discount program participants and customers with a medical certificate through March 1, 2026, with no late fees assessed during this time.
- Provide a one-time arrearage forgiveness grant up to \$500 for eligible low-income customers, automatically applied to past due balances on March 2026 bills.

PUC Chair Letha Tawney emphasized the collaboration effort behind these changes, noting that new rules represent some of the strongest customer protections in the nation. She highlighted their importance in reducing unnecessary disconnections, safeguarding health and safety during emergencies and supporting low-income households.

For more information, contact your service provider directly.

Avista — 800-227-9187

Cascade Natural — 888-522-1130

Idaho Power — 800-488-6151

NW Natural — 800-422-4012

Pacific Power — 888-221-7070

PGE — 800-542-8818

The PUC Consumer Services Team Stands Ready to Help Oregonians Every Day

Getting help with your utility service can be frustrating, but the Oregon PUC makes it easier. When Oregonians are unable to resolve a dispute directly with their utility company, they often turn to the PUC's Consumer Services team for support. This dedicated group provides direct, hands-on assistance to customers navigating issues with their electric, natural gas, water, or telephone service providers.



Consumer Services offers guidance and support for a wide range of issues, including:

- ⇒ Billing questions and high bill concerns – helping customers understand their bill, identify potential errors, and work with utilities to address problems on their behalf.
- ⇒ Service shutoff notices and payment arrangements – connecting customers with available options, including payment plans, income eligible rate schedules, payment assistance programs, and resources such as Energy Trust of Oregon.
- ⇒ Outage and service quality issues – investigating concerns about outages, unreliable service, overall service quality, and the utilities responsiveness to outages.

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PUC Consumer Services

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Breaking down utility rules in plain language to help customers understand their rights and responsibilities.

The PUC's Consumer Services team engages directly with utilities to facilitate possible resolutions and identify the next appropriate steps. The involvement of our team can help resolve the issue and ensure customers receive clear information about the situation.

Ensuring Consumer Protections are available.

The team helps customers understand the protections available to them, such as rules governing disconnections, medical accommodations, billing accuracy, among others. As the Commission continues to evolve and develop additional protections for customers, such as the passing of AR 671 and UM 2211 that strengthened protections and advanced new measures to reduce energy insecurity, we encourage customers to contact their utility service provider directly or reach out to our team to learn about what protections may be available to them. Additionally, our team also provide recommendations to contact community partners for additional assistance programs that can help households stay connected.

Understanding Oregonians

Every interaction with the public provides valuable insight into what Oregon residents are going through. The team tracks trends in customer complaints, questions, and service issues, which helps the PUC determine where additional policy improvements or consumer protections may be needed.

While questions about increasingly complexity of utility bills remain common, the most significant and growing trend is service reliability. Customers are focused on ensuring that essential services are not just available but are dependable. This is especially relevant to rural Oregonians concerned about access to telephone service.

We're Here to Help!

Whether someone is facing a service shutoff, struggling to understand their bill, is having an issue with their service, or needs help working through an issue with their utility, the PUC's Consumer Services team is ready to assist. Contact us at:

503-378-6600 or 800-522-2404 (TTY or dial 711)

PUC.consumer@puc.oregon.gov

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