



FINAL 7 or 15-DAY NOTICE OF WATER DISCONNECTION INSTRUCTIONS

Requirements:

As a water utility, you must provide a disconnection notice to customers at least 15 calendar days and 7 calendar days before the scheduled date of disconnection (OAR [860-036-1510](#)).

1. A disconnect notice cannot be sent before the payment due date.
2. A sample disconnection notice is included with these instructions.

The notice must be printed in **bold face type**, include the date and the water utility's name, address, telephone number, emergency number, email address, and website (if any). The notice must state in easy-to-understand language:

1. The reason for the proposed disconnection (grounds for disconnections are found in OAR [860-036-1500](#)).
2. What actions the customer must take and amount they must pay in order to avoid having their water service disconnection.
3. The date the disconnection is scheduled to take place.
4. If disconnection is for nonpayment, explain the time-payment agreement provisions of OAR [860-036-1420](#).
5. Customers may dispute proposed disconnections through the Commission's Consumer Services' dispute resolution process.

Additional Requirement [OAR 860-036-1530](#):

Within 48 hours prior to disconnecting service you must make a good faith effort to personally contact the customer or an adult at the residence to be disconnected, either by phone or in person. If you do not make contact, you must leave a notice in a conspicuous place informing the customer that service has been disconnected.

SAMPLE (7 or 15) DAY NOTICE OF WATER SERVICE DISCONNECTION

(date)

(name of utility)

(mailing address)

(city, state, zip)

(telephone number)

(emergency number)

(name of water system)

(location address)

(city, state, zip)

(email address)

(website)

(customer name)

(customer address)

(city, state, zip)

(account number)

Date of Scheduled Disconnection:

How to Avoid Disconnection of Your Water Service:

Our records indicate you have a past due balance of \$. To avoid having your water services disconnected, you must pay the balance or enter into time-payment arrangement on your account on or before .

There are two time payment plans available to choose from. Both plans will allow you to repay the past due balance over several months. If you have questions about this notice, setting up time-payment arrangements, or your water service, please contact us using the above information.

You may dispute the proposed disconnection through the Commission's Consumer Services Section dispute resolution process. Contact the Consumer Services Section using the contact information below.

PUBLIC UTILITY COMMISSION OF OREGON
CONSUMER SERVICES SECTION
PO BOX 1088
SALEM OR 97308-1088
503-378-6600; 1-800-522-2404; TTY 711;
puc.consumer@state.or.us; and
<http://apps.puc.state.or.us/consumer/complaint.asp>

If your service is disconnected, your service will be reconnected as soon as reasonably possible within the normal business hours once you have paid all applicable charges, applied for service, requested reconnection and satisfied all requirements for service. You may be charged for reconnections during normal business hours and after hours in compliance with the companies posted tariffs.

If you have already made payment, please disregard this notice.