

**PRELIMINARY STAFF MEASURE SUMMARY****CARRIER:**

House Committee on Consumer Protection and Government Effectiveness

**REVENUE: No revenue impact****FISCAL: May have fiscal impact, statement not yet issued****SUBSEQUENT REFERRAL TO: None****Action:****Vote:****Yeas:****Nays:****Exc.:****Prepared By:** Wendy Simons, Administrator**Meeting Dates:**

**WHAT THE MEASURE DOES:** Prohibits public utility from terminating electric or natural gas service to certain residential customers under certain circumstances. Establishes notice requirements for termination of electric or natural gas service to residential customers.

**ISSUES DISCUSSED:****EFFECT OF COMMITTEE AMENDMENT:** No amendments.

**BACKGROUND:** House Bill 2599 requires public utilities to establish a process by which customers meeting certain conditions may request protection from termination of service during the heating season or any date when the National Weather Service forecasts that an Oregon location within the service territory of the utility will exceed 100 degrees Fahrenheit. Persons eligible for protection from termination include customers who are low-income senior citizens or full-time active military members, and customers living in households losing 50 percent or more of household income due to job loss in the last six months, households including disabled or seriously ill members or children under the age of 12 months, and households where a member has died in the last six months. The bill directs the Public Utilities Commission to adopt rules specifying the method for a public utility to verify that conditions for protection from termination are met.

The bill outlines a process and timeline for termination of service, including giving notice at least eight days before termination of service will occur and notifying the customer about the process for requesting protection from termination. Utilities must also give a secondary notice detailing the date and time of termination, to be delivered directly to the customer by certified mail or telephone, or attached to the primary door of the customer's residence. Service may not be terminated before 5 p.m. of the second business day after delivery of secondary notice. Utilities may not terminate service on Friday, Saturday, Sunday, legal holidays or any day on which service may not be reestablished, or for which service may not be reestablished the next day.