

Whether you are a new or existing customer of Portland General Electric, we welcome the opportunity to connect with you. Your satisfaction is important to us. If you have questions about your electric service or ideas for improvements, please call us at 800-542-8818. TTY users, please call 711.

This document was reviewed by the Oregon Public Utility Commission (OPUC). The topics described in this mailing are about PGE's residential electricity services, which are regulated by the OPUC.

Portland General Electric is here to provide you with safe, reliable and cleaner energy at prices approved by the OPUC.

As a valued PGE customer, we trust you will: pay for the services you use, avoid tampering with or damaging PGE facilities, notify PGE five days before you move, contact us in advance of adding electrical appliances or changing out equipment that could increase your electrical usage, and reach out to us if you have a concern about your service.

## Consumer organizations

The OPUC's Consumer Services Section maintains a list of organizations that represent customers in matters before the OPUC. That list is available by calling 800-522-2404 toll-free. TTY users, please dial 711.

If you have questions about any of the information provided in this document, please contact PGE's Customer Service team at 800-542-8818.

## Watch out for scammers

If you're suspicious about any emails or calls you receive from people claiming to be with PGE, don't respond.

Visit [portlandgeneral.com/scam](http://portlandgeneral.com/scam) for tips to protect yourself from scammers.



Find more information online:  
[portlandgeneral.com](http://portlandgeneral.com)

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## Your rights and responsibilities as a PGE customer



Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc về 800-542-8818

Una versión impresa en español del resumen de los derechos y responsabilidades del consumidor, está disponible si llama a Portland General Electric al 800-542-8818

Перечень прав и обязанностей потребителя на русском языке можно получить, позвонив в компанию «Портленд Дженерал Электрик» по телефону: 800-542-8818

បំពេញប្រតិបត្តិការរបស់អ្នកប្រើប្រាស់ដែលបានខិតខំឱ្យបានល្អបំផុត ដោយការប្រើប្រាស់ប្រព័ន្ធប្រតិបត្តិការ 800-542-8818

កម្រិតនៃសិទ្ធិនិងការទទួលខុសត្រូវរបស់អតិថិជនដែលបានបោះពុម្ពជាភាសានេះគឺមាន ផ្តល់ដោយការហៅទូរស័ព្ទទៅកាន់ Portland General Electric តាមរយៈលេខ 800-542-8818។



## Third-party notices

You have the option to ask that another person receive duplicate copies of your bills and notices.

## For owners of tenant-occupied rentals

If you are the owner of a tenant-occupied rental property and pay the electricity bill in your name, you must notify us of this arrangement. We are obligated under the Oregon Administrative Rules to provide advance notice of a service disconnect to the primary billing address as well as the service address. The duplicate notice to the tenant at the service address does not contain detailed account information or dollar amounts, only that they should contact their landlord to discuss the service.

## Payment plans

We offer payment plans, such as the Equal Payment Plan, to help make paying your bill easier. If you are unable to pay your bill, you may also enter into a special payment plan that allows you to pay the overdue amount over a period of time. Visit [portlandgeneral.com/waystopay](http://portlandgeneral.com/waystopay) to learn more.

## Financial assistance

Sometimes it can be difficult to pay your energy bill. You may qualify to receive help.

Visit [portlandgeneral.com/billhelp](http://portlandgeneral.com/billhelp) to learn about options and arrangements to help you pay your bill, including PGE's Income Qualified Bill Discount program and other local programs that provide bill payment assistance to qualifying customers. You can also call 211 or visit 211info.org and download their free mobile app to find resources and helping agencies in your area.

## Telephone communication consent

By providing your cell phone number, you have given your expressed consent to be called or texted by PGE and its contractors at that number with messages that are related to your service or account. This may include auto-dialed or recorded messages to tell you about outages, collection of payments or other account or service-related matters. Charges from your wireless carrier may apply to these calls/texts. You have the right to revoke your consent at any time by calling 800-542-8818.

## Disconnection notices

We'll typically provide you with a 15-day or 20-day notice and a five-day notice prior to disconnecting your service, except for emergency disconnections. If you should receive one of these notices, instructions in Spanish, Vietnamese, Cambodian (Khmer), Lao and Russian will be included in the five-day notice. We'll also try to contact you by phone, text or in person prior to disconnecting your power. Call us at 800-542-8818 to learn more about your options for payment plans and other help to pay your bill.

## Medical certificates

If you or a member of your household have a medical condition requiring electrical equipment, you may fill out a medical certificate form and have it completed by a licensed physician, nurse practitioner or authorized physician assistant. Visit [portlandgeneral.com/medical](http://portlandgeneral.com/medical) to download the form and learn more about the program. Once received, your account may qualify for more flexible payment terms. Enrollment in the program can help us provide outreach and support with resources during outage events. Medical certificate customers are expected to enter into a payment plan when an overdue balance exists.

## Late charges

You are responsible for paying your electricity bills on time. A late-payment charge may be applied if the bill is not paid in full.

## Preferred billing dates

If you would like to have more control over when your monthly payment is due, you can. This option allows you to make a change to your billing date up to two times within a rolling 12-month period, so your payment becomes due each month at a time that's more convenient for you. The actual due date of your bill can vary from month to month, but will never be earlier than the due date you've requested using this option.

## PGE equipment access

You are responsible for allowing PGE free and unrestricted access to PGE equipment on your property, such as the meter or a service line that requires maintenance. Power may be disconnected if PGE is not allowed access following reasonable notice. PGE is responsible for and maintains the meter and service wire connected ahead of the weatherhead or entry point of an underground meter base. Property owners are responsible for and own the meter base, weatherhead, conduit and wiring from the weatherhead to meter base and any conductors or equipment beyond the meter and into the residence.

## Resolving disputes

If you have a dispute with PGE that is not resolved by contacting us, the Consumer Services Section of the Oregon Public Utility Commission (OPUC) may be available to help you. You may call toll-free at 800-522-2404. TTY users, please dial 711.