

Consumer Information



We think our customers deserve excellent service. But what do we mean by that? That means giving clear, straightforward answers to your questions. This summary was written in cooperation with the Oregon Public Utility Commission to give you answers to some common questions about bills, credit, deposits and other parts of your electric service. **If you'd like more information on any of the topics we cover here, please call Pacific Power toll free at 1-888-221-7070 or visit pacificpower.net/regulation.**

Your rights and responsibilities as an Oregon utility consumer

Pacific Power and the Consumer Services Section of the Oregon Public Utility Commission (also called OPUC) have prepared this summary of your rights and responsibilities when you apply for an account with, or are a current customer of a utility company in Oregon. Pacific Power's main responsibility is to provide you with reliable services at rates approved by the OPUC. Please contact Pacific Power if you have a problem with payment, service, safety, billing or customer service.

Use of service

It's our job to ensure you are safe around electricity. And, for us to serve you well, we need safe and unobstructed access to your property for meter reading, tree pruning and other essential Pacific Power personnel and equipment. It's also important for the safe operation of the electrical grid that you notify us if you are making any significant change that may affect the electrical character of your load affecting you or others.

Billing

You will receive a bill for electric service each month, based on the number of kilowatt-hours of electricity registered on your electric meter during the billing period. Your bill will show the date when your payment is due. If you wish to have a different due date for your bill, please contact us to discuss your preferred due date options. Customers are responsible for paying bills on time. Under some circumstances, Pacific Power may add late payment charges to bills that are paid late. You may ask that another person receive your bills and notices if you are unable to receive or understand them. You can also ask us to provide notices in another language if you do not understand English. Please contact Pacific Power if you feel an error has been made on your bill.

Deposits

We may ask you to pay a deposit. If a deposit is required, you may be able to pay it in several installments. Our customer service representatives can work with you to make deposit arrangements. Your deposit will be refunded after one year when you have established satisfactory credit according to company regulations.

Financial help

We have lists of consumer organizations that provide assistance in the various communities we serve. If you would like a list of the organizations in your community, call us toll free at **1-888-221-7070**. The Low-Income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Pacific Power also partners with nonprofit organizations like Oregon Energy Fund to offer energy assistance to qualified customers.

Disconnection notices

Before Pacific Power can disconnect your service, we must notify you. We will give you a 15-day mailed notice, another mailed notice five business days before disconnection, and we will attempt to contact you by phone 1 to 3 days prior to when the disconnection is scheduled. Important information regarding the disconnection of service is provided on the 15-day and 5-day notices in English, Spanish, Vietnamese, Cambodian, Laotian and Russian. Please notify Pacific Power if a translation in your language is not available.

Medical certificates

If you or a member of your household has a serious health problem and you are having trouble paying your utility bills, you may get a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and allow you to set up a payment plan to pay any overdue bill.

Payment plans

We have several special payment options designed to make it easier to pay your electric bills. You may pay your bills through our Equal Payment Plan that spreads your payments out evenly over a one-year period. If you are unable to pay your electric bills and we notify you that we are going to disconnect your service, you may also make special arrangements with us to pay the overdue amount over a set period of time. Learn more at pacificpower.net/pay.

Closing your account

You need to let us know as soon as possible if you plan to move or request that the electric service be disconnected. We can't close your account or process your closing bill until you let us know your move-out date.

Consumer organizations

There are consumer organizations that intervene on behalf of consumers in proceedings before the OPUC. If you would like a list of these organizations, contact the OPUC at 1-800-522-2404. If you have questions about anything in this summary, please call Pacific Power toll free at **1-888-221-7070** or the OPUC Consumer Services Section. If you do not speak English, please try to arrange before you call for an interpreter to help you. Pacific Power and the OPUC understand that you may need special help if you do not speak English, but our offices may not have someone available who speaks your first language.

Complaints and disputes

Pacific Power will promptly investigate every complaint or dispute we receive, and we'll report to you on the results. Contact us through our toll-free phone number at **1-888-221-7070**. This number is also printed on your bill. If you're not satisfied with the assistance you receive from the first person you talk to at Pacific Power, you have the right to request that your problem be handled by that person's supervisor, and we'll give you the supervisor's name and how he or she can be reached. If you talk to the supervisor and still aren't satisfied, you can call the Oregon Public Utility Commission's Consumer Services Section. Their toll-free phone number is 1-800-522-2404. Pacific Power will not knowingly disconnect your service while you are honestly pursuing a complaint with a supervisor or the Commission.

Privacy

Keeping your personal and financial related information private and protected is vitally important to Pacific Power. The company will not provide, rent or sell your sensitive personal and financial information to company affiliates or nonaffiliated third parties without your advance knowledge. Pacific Power may be legally required to provide information in limited circumstances which include: requests for information through subpoenas, warrants, court orders or other comparable legal processes. If this should ever occur, Pacific Power endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information.

Pacific Power may use the phone number you voluntarily provide for informational purposes only. This includes, but is not limited to: notice of planned service interruptions, scheduled work in your area, notice of potential disconnection and updated outage information.

Pacific Power maintains physical, electronic and procedural safeguards in compliance with federal, state and industry regulations to guard your sensitive personal information. Customer information is secured from outside access through secure firewall technology. Additionally, Pacific Power restricts

access to your sensitive personal information to only those employees who require access to that information to provide services to you.

You may review Pacific Power's Privacy Policy in its entirety at **pacificpower.net/privacy**.

Outages and emergencies

To report outages or downed lines, please call toll free 1-877-508-5088.

Customer Service Guarantees

When we say we're going to give you a certain level of service, we mean it. Our seven Customer Service Guarantees cover service issues such as restoring and switching on power, keeping appointments, responding to billing inquiries, resolving meter problems and notifying of planned interruptions. If for some reason we can't live up to a commitment, we'll pay you. To find out more about our Customer Service Guarantees please visit **pacificpower.net/guarantees** or call us toll free at **1-888-221-7070**.

Pacific Power Customer Service Center
toll free: 1-888-221-7070
Oregon Public Utility Commission
toll free: 1-800-522-2404

Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame al 1-888-225-2611. Su llamada será gratuita.

Версия свода прав и обязанностей потребителей, напечатанная на этом языке, предоставляется по заявкам в Пасифик Пауэр, по телефону 1-888-221-7070.

Một bản tóm lược về quyền lợi của người tiêu thụ & trách nhiệm được in bằng ngôn ngữ này có sẵn, nếu cần xin gọi Pacific Power qua số điện thoại miễn phí 1-888-221-7070.

සමස්ත ගාස්තු මගින් ඉදිරිපත් කරනු ලබන පාරිභෝගික අයිතිවාසිකම් පිළිබඳ තොරතුරු සඳහා සහාය ලබා ගැනීම සඳහා පිළිගන්නා Pacific Power සහ සේවා මධ්‍යස්ථානය 1-888-221-7070 ට.

มีบริการสำเนาข้อมูลเกี่ยวกับสิทธิและภาระหน้าที่ของผู้บริโภคในภาษาต่าง ๆ ไว้ที่สำนักงานของเรา (Pacific Power) โทรฟรีที่ 1-888-221-7070.