



Utility Regulation in Oregon

FACT SHEET

About the PUC

Celebrating more than 150 years of history, the work of the Oregon Public Utility Commission (PUC) impacts every household throughout the state. The PUC is responsible for rate regulation of Oregon's investor-owned electric, natural gas, and telephone utilities, as well as select water companies. The PUC also enforces electric and natural gas safety standards and handles utility-related dispute resolution on behalf of Oregon residents.

Mission — Our mission is to ensure Oregonians have access to safe, reliable and fairly priced utility services that advance state policy and promote the public interest. We use an inclusive process to evaluate differing viewpoints and visions of the public interest and arrive at balanced, well-reasoned, independent decisions supported by fact and law.

How the PUC Works for You

The rules governing PUC proceedings and the regulatory process are set forth in Oregon Administrative Rules (OAR) Chapter 860, while the PUC's Internal Operating Guidelines inform the public of the decision-making process. These rules and guidelines help the PUC to:

- ◆ Ensure the safety, reliability, and quality of essential utility services;
- ◆ Scrutinize utility costs, risks, and performance to ensure just and reasonable rates;
- ◆ Manage customer and community choices to ensure value for all customers, and;
- ◆ Encourage the community to be engaged and better informed on utility-related issues by participating in public meetings or submitting comments on topics of interest.

The Commissioners

The Governor appoints three Commissioners for four-year terms to the PUC and designates one as Chair. Commissioners make all policy decisions, usually meeting twice a month to vote on items listed in the public meeting agendas.



Megan Decker, Chair



Letha Tawney



Mark Thompson

Public Participation Encouraged

The PUC recognizes the value of public participation in the utility regulatory process and encourages individuals to get involved. Utility customers can attend or view regularly scheduled public meetings, or submit a comment on any open docket. Additionally, there are qualified organizations who represent utility customers in PUC proceedings to ensure the customer voice is always heard.

Contact Us

- ◆ Have questions about your utility service provider
- ◆ File a utility service complaint or report an emergency
- ◆ Submit a comment on an open docket



puc.consumer@puc.oregon.gov



503-378-6600 or 800-522-2404

