

2025 SUMMER DISCONNECTION PROTECTIONS



NEW PROTECTIONS DURING EXTREME HEAT & AIR EVENTS

Portland General Electric, Pacific Power, and Idaho Power customers in Oregon have new temporary protections preventing utilities from disconnecting customers during extreme heat and air quality events.

The new protections include:

- No disconnections during extreme summer weather
- Limitations on reconnection fees and upfront costs
- Expanded support for medical certificate holders & bill discount participants

THESE NEW RULES ARE TEMPORARY, BUT PERMANENT PROTECTIONS ARE ON THE WAY!

NO DISCONNECTIONS DURING EXTREME HEAT & AIR EVENTS

Utilities are prohibited from disconnecting customers:

- 48 hours following a qualifying heat event or warning
- 24 hours after any air quality event has been issued.

CALL YOUR UTILITY TO GET RECONNECTED IN A QUALIFIED EVENT

For all customers, you can request that your utility reconnect you during an extreme summer weather event if you were disconnected up to 72 hours before the heat or air event. **You must call your utility to ask to be reconnected!**

STAY CONNECTED



in extreme weather

NO UPFRONT COSTS TO BE RECONNECTED

LIMITATIONS ON



reconnection fees

After you've been disconnected, utilities can't charge you any upfront costs to be reconnected to power during extreme heat or air quality events.

If you were disconnected up to 72 hours before a qualifying extreme heat or air event, no costs can be required for reconnection during the event.

You may still have a reconnection fee added to your bill later, and you'll eventually have to pay your past due bills, but **no reconnection fees, past due balances, or other costs can be requested** for regaining service.

IMPROVED OUTREACH & COMMUNICATION

The new rules require Oregon's electric utilities to improve customer service notifications to help ensure eligible customers know their rights and can quickly access reconnection when needed.

**If you believe your utility is not following these rules,
contact the Oregon Public Utility Commission to file a complaint:
1-800-522-2404 or puc.consumer@puc.org**

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MORE SUPPORT FOR MEDICAL CERTIFICATE HOLDERS

A medical certificate prevents your utility from shutting off your electricity in certain circumstances due to a medical condition.

- **Call your utility and request that your power be restored** if you were disconnected up to **7 days** before a qualifying heat or air event, and remain disconnected at the time of the heat or air event.
- **Have all your reconnection fees waived** if you're disconnected and **you or someone in your household has a medical certificate**.

CONTACT YOUR DOCTOR TO SEE IF YOU QUALIFY

To receive a medical certificate, a qualified medical professional must certify that someone in the customer's household has a medical condition that would be adversely affected by losing energy. You may qualify if you need medical equipment (like oxygen), temperature regulation, or refrigeration for medicine.

GREATER PROTECTIONS FOR BILL DISCOUNT RECIPIENTS

If you receive a discount on your electricity bill, you now have greater protections from disconnection. If you're enrolled in a bill discount program and your power is disconnected, you can:

- **Call your utility and request that your power be restored** if you were disconnected up to **7 days** before a qualifying heat or air event, and remain disconnected at the time of the heat or air event.
- **Have all your reconnection fees waived** if you're disconnected and **you make less than 10% of state median income**.

CONTACT YOUR ELECTRIC UTILITY TO SEE IF YOU QUALIFY

You must be enrolled in your electric utility's bill discount program to qualify for these expanded protections. Contact your utility's customer service to see if you qualify based on your income.

SIGN UP FOR MONTHLY BILL DISCOUNTS TODAY

SAVE MONEY EVERY MONTH

You may qualify for a discount on your monthly electric bill based on your income! These programs let you save money each month based on your household income. See if you qualify to start saving today!

Portland General Electric

CUSTOMER SERVICE

1-800-542-8818

portlandgeneral.com

Pacific Power

CUSTOMER SERVICE

1-888-221-7070

pacificpower.net

Idaho Power

CUSTOMER SERVICE

1-800-488-6151

idahopower.com