

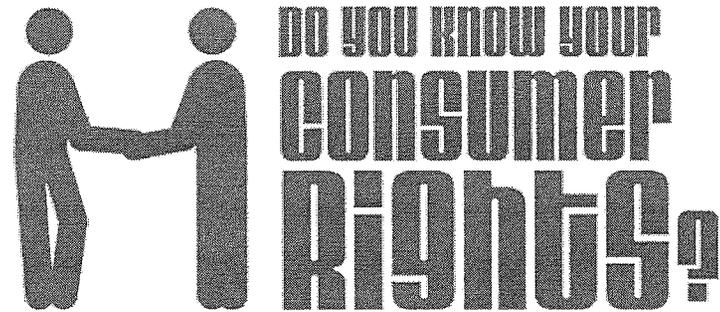
Bill of Rights



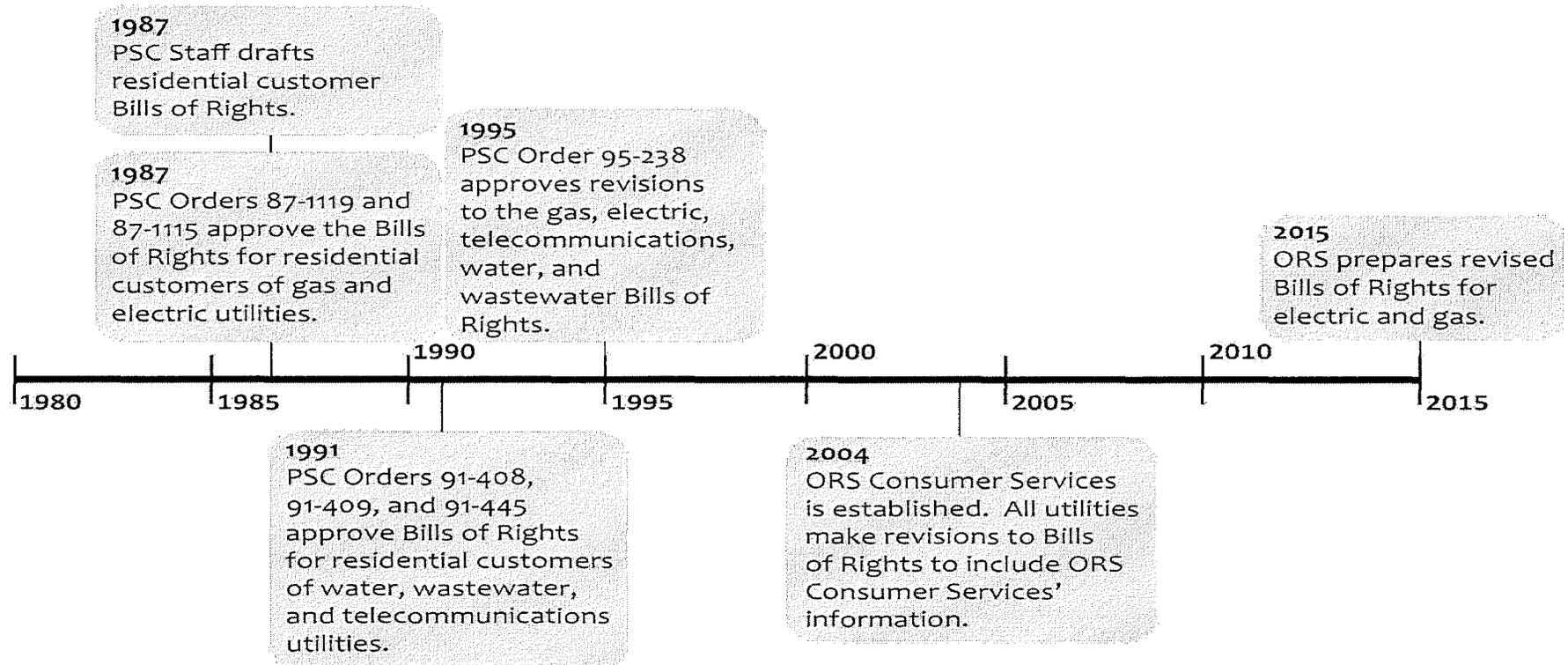
Docket No. 2015-70-EG
Ex Parte Briefing
Office of Regulatory Staff

Purpose

- In 1962, President Kennedy put forth the Consumer Bill of Rights.
- The Consumer Bill of Rights was developed to help consumers understand their rights and responsibilities.

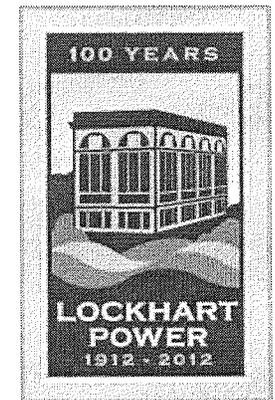
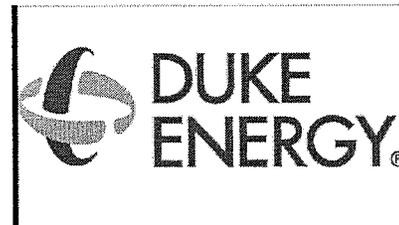


Current History of the Residential Bill of Rights



Time for an Update

- 1) Incorporate regulatory updates.
- 2) Incorporate procedural updates.
- 3) Standardize format to reduce customer confusion.
- 4) It has been 20 years since the last official revision.



Summary of Revisions

- Consumer friendly language and format.
- Updated with PSC on-line complaint form.
- Updated with ORS Consumer Services information.
- Grammar and spelling corrections.

Questions?

