

## Budget Payment Frequently Asked Questions

### When will my monthly budget payment amount change?

Budget Payment amounts are recalculated at least once per year during the anniversary month when you signed up for the plan. Additionally, if significant changes occur in your monthly usage, your Budget Payment amount may be recalculated and adjusted prior to the anniversary date.

### How is my budget payment plan calculated?

Several factors are evaluated during the calculation process. First, the average kWh usage during the previous twelve months is multiplied by the current electric rate. Second, the account balance, either a debit or credit, is factored into the recalculation. Finally, any city taxes, discounts, Helping Hands or Green Power amounts are also factored in to establish the new payment amount.

### What is the difference between my actual Account Balance and the Total Budget Amount Due?

Your monthly bill shows both the actual Account Balance and the Total Budget Amount Due. The Total Budget Amount Due is the calculated payment amount based on your average usage. The actual Account Balance is the difference between your actual energy costs and your budget payments. You are responsible for the actual Account Balance if the account is closed or if you are removed from the plan. It is very important to monitor your actual Account Balance shown in the grey box. Please see the illustration below for examples of where to find this information on the bill.

**BENTON P.U.D.** 2721 W 10th Ave  
PO Box 6270  
Kennewick, WA 99336

Pay online or go paperless at  
[www.bentonpud.org](http://www.bentonpud.org)

JOHN Q PUBLIC  
2721 W 10TH AVE  
KENNEWICK WA 99336-0270

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**Budget Payment Plan**

ACCOUNT INFORMATION	
Account:	99999000
Billing Date:	07/11/2018

SUMMARY	
Previous Budget Balance	\$214.00
Payments Received	-\$214.00
Current Month Budget Due 07/31/2018	\$214.00
<b>Total Budget Amount Due *</b>	<b>\$214.00</b>

\* 1% late charge will be added if your payment is received after the due date.

Your actual Account Balance after this billing is \$233.80

Service Address: 2721 W 10th Ave

### What if my actual Account Balance (either debit or credit) is growing?

Benton PUD will periodically review your account to ensure there is not a large debit or credit balance. However, it is the customer's responsibility to monitor account balances each month and notify Customer Service if the debit or credit balance seems to be getting too large in comparison to the monthly payment. Upon your request we will reevaluate your Budget Payment amount, to ensure it is set at the proper amount.

### Can I pay off my balance?

Yes. Please let the Customer Service Representative know that you want to pay your actual Account Balance and have your Budget Payment amount reevaluated.

### What if I move?

If you move within our service area and want to continue on the Budget payment Plan, you need to request the Budget Payment Plan. It is highly recommended you reside at the new location for six months before enrolling in the Budget Payment Plan.

### Can I go off the Budget Payment Plan?

Yes, at any time. If the account is removed from the Budget Payment Plan, the balance due must be paid at that time. If there is a credit, it will be applied to your next bill or bills. If there is a balance owing on the account, it must be paid prior to reenrolling on the Budget Payment Plan.