



# **Customer Service Rates & Policies**

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**October 2019**





# Customer Service Rates & Policies

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**PUBLIC UTILITY DISTRICT NO. 1  
OF BENTON COUNTY, WASHINGTON**

**KENNEWICK OFFICE  
P.O. BOX 6270 \* 2721 W. 10<sup>TH</sup> AVE.  
KENNEWICK, WA 99336  
509-582-2175  
*MONDAY - FRIDAY, 8:30 a.m. – 5:00 p.m.***

**PROSSER OFFICE  
250 N. GAP RD. PROSSER, WA 99350  
509-786-1841  
*MONDAY - FRIDAY, 8:30 a.m. – 5:00 p.m.***

**To report an outage, call  
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# RETAIL RATE SCHEDULES

## **RETAIL RATE SCHEDULES – RESOLUTION 2514**

Represents most recent adoption of all rate schedules.

*Effective October 1, 2019*

Schedules 22, 23, and 24 are excerpted to include only applicable rates from effective date forward.

# RETAIL RATE SCHEDULES

**RATE CHANGE NOTIFICATION:** The Benton PUD Commission considers and approves all changes to electric rates and policies in public meetings. These public meetings are advertised in the Tri-City Herald and the Prosser Record Bulletin.

## SCHEDULE 11 RESIDENTIAL SERVICE

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To domestic use of electric energy by all residential urban and rural customers which may include community lawn irrigation systems and single family residential swimming pools.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge  
\$0.63 per day

Monthly Energy Charge  
\$ 0.0739 per kWh

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District.



## SCHEDULE 12

### RESIDENTIAL SERVICE – SECONDARY METER

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To domestic use of electric energy by all residential customers with a second electrical service (meter) at a service location that is a single-family residence. To qualify for this rate schedule, the second service must meet all of the following criteria:

1. Be fed from the same transformer that serves the primary residence, AND
2. Be served by a 50 kVa or less sized transformer, AND
3. Not be a living space.

The secondary electrical service may include services to a detached structure (e.g. barn, garage, shed, shop, etc.) located on the same parcel of land as the primary electrical service, a single family residential swimming pool, or household water pump. The secondary electrical service shall not be used to serve commercial businesses and buildings, secondary living spaces, or irrigation accounts.

Customers may apply for the secondary service rate and eligibility will be verified by District field personnel. Customers who are on this schedule and convert the second service to a different usage (i.e. a shop is converted to a commercial business or a separate residence) are required to notify the District prior to any change of use. In the event of a change in use that no longer qualifies for this rate schedule, the account will be changed to the applicable rate schedule (residential, commercial, etc.). If the District is not notified of the change, and it is determined the change disqualifies the secondary service from this rate schedule, the District reserves the right to adjust prior bills from the date an increase of load appears on the monthly readings or as otherwise reasonably determined by the District.

**CHARACTER OF SERVICE:** Sixty (60) hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

\$0.32 per day

Monthly Energy Charge

\$0.0739 per kWh

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and multiple metering points.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District.

**SCHEDULE 21**  
**SMALL GENERAL SERVICE**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To commercial, industrial, public buildings, and other services not eligible under other rate schedules where measured demand is less than 50 kW at all times.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

Single-phase: \$0.55 per day

Multi-phase: \$0.82 per day

Monthly Energy Charge

\$0.0663 per kWh

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

## SCHEDULE 22

### MEDIUM GENERAL SERVICE

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To commercial, industrial, public buildings, and other services not eligible under other rate schedules where measured demand is greater than 50 kW anytime and less than 300 kW at least ten (10) times during any calendar year.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

\$1.65 per day

Monthly Energy Charge effective through December 31, 2019

\$0.0614 per kWh

Monthly Energy Charge effective January 1, 2020

\$0.0577 per kWh

Monthly Demand Charge

First 50 kW of demand per month:

No demand charge

Excess above 50 kW of demand per month:

\$9.82 per kW billing  
demand per billing  
period

**BILLING DEMAND:** The billing demand under this rate schedule shall be the highest of the following:

1. The measured demand for the month adjusted for power factor less 50 kW
2. Or as specified in a separate contract

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as

the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the Billing Period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District.

SCHEDULE 23  
LARGE GENERAL SERVICE NON TIME-OF-USE

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To commercial, industrial, public buildings, and other services not eligible under other rate schedules, where measured demand equals or exceeds 300 kW at least 3 months in a calendar year, but never exceeds 3500 kW.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

Multi-phase: \$2.01 per day

Monthly Energy Charge effective through December 31, 2019

\$0.0506 per kWh

Monthly Energy Charge effective January 1, 2020

\$0.0471 per kWh

Monthly Demand Charge

First 50 kW of demand per month:	No demand charge
Excess above 50 kW of demand per month:	\$8.15 per kW billing demand per billing period

**BILLING DEMAND:** The billing demand under this rate schedule shall be the highest of the following:

1. The measured demand for the month adjusted for power factor less 50 kW
2. Or as specified in a separate contract

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as

the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the Billing Period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**SCHEDULE DURATION:** Customers meeting the Large General Service criteria and taking service under this schedule must be served under this rate schedule for a minimum of 12 consecutive months before choosing to take service under an alternative Large General Service rate schedule.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract. Primary Facility charges will apply. Additionally the District may require a contribution from the customer if an electric system improvement such as a new substation is needed as a result of new or additional load.

**SCHEDULE 24**  
**LARGE GENERAL SERVICE – TIME-OF-USE**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To commercial, industrial, public buildings, and other services not eligible under other rate schedules, where measured demand equals or exceeds 300 kW at least 3 months in a calendar year, but never exceeds 3500 kW. Time-of-use metering may be provided by the District upon receipt of a customer's written request and may be at customer expense. The District may also install time-of-use metering at its discretion and expense.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

Multi-phase: \$2.01 per day

Monthly Energy Charge effective through December 31, 2019

Time of Use:

kWh used Monday through Saturday,

6:00 a.m. to 10:00 p.m.: \$0.0521 per kWh

Used all other hours: \$0.0445 per kWh

Monthly Energy Charge effective January 1, 2020

Time of Use:

kWh used Monday through Saturday,

6:00 a.m. to 10:00 p.m.: \$0.0479 per kWh

Used all other hours: \$0.0423 per kWh

Monthly Demand Charge

First 50 kW of demand per month: No demand charge

Excess above 50 kW of demand per month: \$8.15 per kW billing demand per billing period

**BILLING DEMAND:** The billing demand under this rate schedule shall be the highest of the following:

1. The measured demand for the month adjusted for power factor less 50 kW
2. Or as specified in a separate contract



**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the Billing Period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**SCHEDULE DURATION:** Customers meeting the Large General Service criteria and taking service under this schedule must be served under this rate schedule for a

minimum of 12 consecutive months before choosing to take service under an alternative Large General Service rate schedule.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract. Primary Facility charges will apply. Additionally the District may require a contribution from the customer if an electric system improvement such as a new substation is needed as a result of new or additional load.

## SCHEDULE 34 LARGE INDUSTRIAL

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To existing or new large industrial loads greater than 3,500 kW demand and no more than 10,000 kW demand. In order to qualify for this rate schedule a customer must submit prior to initiation of service a District approved electrical capacity and energy consumption plan which shows the customer will be eligible for this rate within the first three months of service. If such a plan is submitted showing that a customer will meet the eligibility for this rate, then regardless of actual consumption, the customer will be billed using this rate schedule. After the first three months, the customer will be billed each month using the current billed month demand as the criteria to determine the appropriate rate schedule. A customer that has established eligibility for this rate class for a previous twelve month time period may remain on this rate schedule up to six months without needing to meet the criteria solely at the District's discretion. This rate schedule may apply to Electricity Intensive Loads (EILs – See Customer Service Policies) but is subject to limitations based on the District's assessment of available distribution system capacity.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge  
\$7.75 per day

Monthly Energy Charge  
\$0.0395 per kWh

Monthly Demand Charge  
\$8.77 per kW billing demand per billing period

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**BILLING DEMAND:** The billing demand shall be the measured demand for the month, and will be adjusted for power factor if the average power factor is less than 95%.

**DELIVERY POINT:** For purposes of meeting the criteria for this rate schedule, the aggregated load of a customer's entire industrial campus or property will be used to determine eligibility. All separately metered services located in the industrial

property will be billed separately using this rate schedule. Customer loads at multiple campuses or properties may not be aggregated for purposes of qualifying for this rate schedule

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the one-hour period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the Billing Period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract. The District may require a contribution from the Customer for the Customer’s requested special facilities investment.

## SCHEDULE 51 STREET LIGHTING

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To governmental agencies and municipal corporations upon receipt of an authorized application for the supply of lighting facilities or energy and maintenance of lighting systems for public streets, alleys, thoroughfares, grounds and parks.

**TYPES OF LIGHTING:** Lighting systems installed and owned by the District shall consist of mast arms and luminaries mounted on poles. Customer-owned systems will be supplied at voltages specified by the District.

### **MONTHLY RATES:**

Type and Size of Lamp	District-Owned Facilities		Customer-Owned Facilities	
	Metered	Unmetered	Metered (See Small General Service Rates)	Unmetered
50w. Ind. / LED				\$2.07
135w. Ind. / LED				\$3.46
200w. Ind. / LED				\$4.58
42w. LED	\$2.20	\$4.10		\$1.91
53w. LED	\$2.20	\$4.60		\$2.40
54w. LED				\$2.44
101w. LED	\$2.20	\$5.65		\$3.45
110w. LED				\$3.48
139w. LED	\$2.20	\$5.73		\$3.52
180w. LED				\$4.55
220w. LED				\$5.22
260w. LED				\$5.88
100w.H.P.S.	\$6.09	\$7.72		\$4.32
150w.H.P.S.		\$8.59		\$5.15
200w.H.P.S.	\$6.11	\$9.67		\$6.24
250w.H.P.S.	\$6.13	\$10.63		\$7.22
400w.H.P.S.	\$6.14	\$12.98		\$9.56
*175w.Mer.Vap.	\$5.78	\$8.73		\$5.33
*250w.Mer.Vap.	\$5.99	\$10.51		\$7.11

*\* No longer available after March 1, 1982*

The rate for District-owned systems includes routine maintenance and replacement of light emitting diode (LED), high pressure sodium (HPS), and Mercury Vapor lamps, photocells and luminaries. The monthly rate for Customer-owned Induction (IND) and LED type lighting does not include routine maintenance and replacement. Routine maintenance and replacement of these lights is the customers' responsibility. The rate does not cover unusual damage or failure of the system requiring major component replacements. Maintenance of the system will be performed during normal District working hours. It is the customer's responsibility to provide ingress/egress easements for the District to perform any necessary repairs. Customer will provide trench and backfill for installation or replacement of underground conditions. The cost of additional District-owned poles (wood or metal) including installation is to be collected by the District at the time of construction.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District.

## SCHEDULE 61 SECURITY LIGHTING

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To any electric customer where the District has existing facilities or public accessible locations.

**TYPES OF LIGHTING:** The District will furnish and install lighting fixtures, overhead, electrical equipment, lamps and electric energy, and will maintain and relamp the units.

**MONTHLY RATES:** Where a suitable pole for mounting the luminaries exists, the District will furnish and maintain the above described service at the following monthly rate:

Type & Size of lamp	Customer-Owned Facilities			District-Owned Facilities	
	Metered	Unmetered	Energy Only	Metered	Unmetered
46w. LED		\$4.09	\$1.10		\$7.34
58w. LED		\$4.18	\$1.38		\$7.52
*100w.H.P.S.		\$6.13	\$2.38	\$8.62	\$11.01
*150w.H.P.S.		\$7.66	\$3.69	\$9.05	\$12.15
*175w.Mer.Vap.		\$7.94	\$4.40	\$8.65	\$12.38
*250w.Mer.Vap.		\$10.57	\$6.71	\$8.94	\$14.77
*400w.Mer.Vap.		\$14.14	\$10.19	\$9.01	\$18.31
*1000w.Mer.Vap		\$28.85	\$24.28	\$8.97	\$33.23

If the luminaire location is such that a pole is required and is in public accessible areas, the District will install and maintain a pole at the monthly rates listed below added to the rate for the luminaire:

Standard Wood Pole, 30-35 feet: \$3.28

Standard Wood Pole with an Underground Feed, 30-35 feet: \$4.99

\*\*Direct Burial Steel with an Underground Feed, 30 feet: \$5.87

The above charge will be applicable where the installation is made on a non-District joint use pole. The customer shall provide trench and backfill work on all underground installations.

*\*No longer available for future installation*

*\*\* Not available as a standard installation after April 1, 1975*

**SPECIAL CONDITIONS:** The property owner shall agree to accept and pay for the service set forth in this rate schedule for a minimum period of three years.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District. If a customer would like to request a change to their light type, please contact Benton PUD at 509-582-2175 for a cost estimate.



## SCHEDULE 71

### SMALL AGRICULTURAL IRRIGATION

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To electric services primarily used in irrigation pumping for agricultural food production on a commercial consumption basis or for services used in livestock food production with 300 horsepower or less. Energy delivered under this schedule may also be used for lighting essential to the pumping operation.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, single-phase and three-phase, at available secondary voltage. At the discretion of the District single-phase service may be furnished provided individual motor capacity is not in excess of 7.5 horsepower.

**RATE:**

Daily System Charge

\$0.19 per day

Monthly Energy Charge

\$0.0535 per kWh

Monthly Demand Charge

\$3.43 per kW billing demand per billing period

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**BILLING DEMAND:** The billing demand shall be the measured demand for the month.

**DELIVERY POINT:** The above rates are based upon the supply of service through a single delivery and metering point.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District.

## SCHEDULE 72

### LARGE AGRICULTURAL IRRIGATION

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To agricultural irrigation power in excess of 300 horsepower served by one meter or as covered by special power sales contract and not subject to the District's Miles of Line Charge served by the District's distribution system.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, three-phase, sixty-hertz, at available secondary voltage.

**RATE:**

Daily System Charge

\$1.23 per day

Monthly Energy Charge

\$0.0454 per kWh

Monthly Demand Charge

\$3.67 per kW billing demand per billing period

**MINIMUM MONTHLY BILL:** Shall be the daily system charge before any applicable adjustments.

**BILLING DEMAND:** The billing demand shall be the measured demand for the month, adjusted for power factor if the average power factor is less than 95%.

**DELIVERY POINT:** The above rates are based upon the supply of service through a single delivery and metering point or as specified in a special power sales contract.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the billing period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

**INCREMENTAL LOAD:** Additional irrigation load for a customer served under this schedule is to be billed under this same schedule.

SCHEDULE 73  
**LARGE AGRICULTURAL IRRIGATION PUMPING STATION  
WITH MILES OF LINE CHARGE**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To agricultural irrigation power in excess of 300 horsepower served by one meter, served by a District substation at 2.4kV or higher voltage, or as covered by special power sales contract and subject to the District's Miles of Line Charge.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Miles of Line Charge

\$252.77 per mile of distribution feeder line

Monthly Energy Charge

\$0.0426 per kWh

Monthly Demand Charge

\$4.33 per kW billing demand per billing period

**MINIMUM ANNUAL BILL:** Shall be the Monthly Miles of Line Charge before any applicable adjustments.

**MILES OF LINE CHARGE:** Monthly miles of line charge will be based on each customer's miles of distribution line that serve irrigation load. The District's geographical information system (GIS) will be utilized to determine the miles of line for each customer and will be updated on an annual basis in accordance with the District's internal directive.

**BILLING DEMAND:** The billing demand shall be the measured demand for the month, adjusted for power factor if the average power factor falls below 95%.

**DELIVERY POINT:** The above rates are based upon the supply of service through a single delivery and metering point or as specified in a special power sales contract.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.

If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

- 1. Calculate the average power factor using the formula below
- 2. Subtract the average power factor from 95%
- 3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
- 4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the billing period using the following formula:

$$pf = \frac{kWh}{\sqrt{(kWh)^2 + (kvarh)^2}}$$

- Where pf = Average Power Factor
- Where kWh = Kilowatt-Hours
- Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**ANNUAL FACILITIES CHARGE UNWIND:** In addition to all other charges above, there may be an Annual Facilities Charge unwind charge or credit applied to the bill on a monthly basis until each customer has paid or received their full unwind charge or credit.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

**INCREMENTAL LOAD:** Additional irrigation load for a customer served under this schedule is to be billed under this same schedule.

SCHEDULE 74  
**AGRICULTURAL IRRIGATION SPRINKLER WHEELTURNING**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To agricultural irrigation power for wheelturning for customers that are not subject to the Miles of Line Charge.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge  
\$0.0502 per kWh

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

SCHEDULE 75  
**AGRICULTURAL IRRIGATION SPRINKLER WHEELTURNING  
WITH MILES OF LINE**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To agricultural irrigation power for wheelturning for customers that are subject to the Miles of Line Charge.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge  
\$0.0438 per kWh

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

## SCHEDULE 76

### LARGE AGRICULTURAL IRRIGATION PUMPING STATION

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To agricultural irrigation power in excess of 300 horsepower served by one meter, served by a District substation at 2.4kV or higher voltage, or as covered by special power sales contract.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Daily System Charge

\$1.23 per day

Monthly Energy Charge

\$0.0426 per kWh

Monthly Demand Charge

\$3.74 per kW billing demand per billing period

**MINIMUM ANNUAL BILL:** Shall be the Daily System Charge before any applicable adjustments.

**BILLING DEMAND:** The billing demand shall be the measured demand for the month, adjusted for power factor if the average power factor falls below 95%.

**DELIVERY POINT:** The above rates are based upon the supply of service through a single delivery and metering point or as specified in a special power sales contract.

**DETERMINATION OF DEMAND:** Demand measurement shall be made by suitable instruments at the point of delivery. Demand for any month shall be defined as the average kilowatt delivery during the thirty-minute period in which the consumption of energy is the greatest during the month for which determination is made.

**POWER FACTOR ADJUSTMENTS:** If the average power factor at which power is delivered to the customer during the billing period is 95% or more, no adjustment will be made in the registered kilowatt demand.



If the average power factor is less than 95%, then the registered kilowatt demand (KW) shall be adjusted. This adjustment will consist of:

1. Calculate the average power factor using the formula below
2. Subtract the average power factor from 95%
3. Multiply the average power factor difference by the registered KW, rounded up to nearest whole number
4. Multiply the product by the Monthly Demand Charge rate to determine the Power Factor Adjustment

The average power factor will be determined by measurement of kilowatt-hours and reactive kilovolt-ampere-hours during the billing period using the following formula:

$$\text{pf} = \frac{\text{kWh}}{\sqrt{(\text{kWh})^2 + (\text{kvarh})^2}}$$

Where pf = Average Power Factor

Where kWh = Kilowatt-Hours

Where kvarh = Reactive-Kilovolt-Ampere Hours

The meter measuring reactive volt-ampere-hours shall be ratcheted to prevent reverse rotation when the power factor of the load is leading.

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

**INCREMENTAL LOAD:** Additional irrigation load for a customer served under this schedule is to be billed under this same schedule.

SCHEDULE 80  
**NEW LARGE SINGLE LOAD**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To new large industrial loads greater than 10,000 kW demand, served under a power sales contract with the District.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:** New large load customers will be served at rates determined under a contract negotiated with the District.

SCHEDULE 85  
**FLATS - UNMETERED ELECTRIC SERVICE**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To electric services with fixed and known monthly kWh usages designated by the District. Examples of this include, but are not limited to, flashing crosswalk lights, amplifiers for cable TV, etc.

**CHARACTER OF SERVICE:** Sixty hertz alternating current, single-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge  
\$0.0710 per kWh

**GENERAL TERMS AND CONDITIONS:** Service under this classification is subject to the Customer Service Policies of the District or as specified in a special power sales contract.

SCHEDULE 90

**INTERCONNECTION, TRANSFER OF POWER AGREEMENTS, AND  
CONSTRUCTION OPERATION AND MAINTENANCE AGREEMENTS**

**AVAILABLE:** In all territory served by the District.

**APPLICABLE:** To interconnection agreement customers generating not more than 300kW measured demand at all times. To transfer of power agreements, and construction operation and maintenance agreements. A connection fee may apply per the District's Standards for Interconnection with Electric Generators with a capacity of not more than 300 kilowatts.

**CHARACTER OF SERVICE:** Sixty hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Monthly Energy Charge  
\$0.0483 per kWh

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

SCHEDULE 95  
**PILOT ELECTRIC VEHICLE PUBLIC CHARGING STATION SERVICE**

**AVAILABLE:** In all territories served by the District.

**APPLICABLE:** To public electric vehicle charging stations related to federal, state or industry EV grant programs.

**CHARACTER OF SERVICE:** 60 hertz alternating current of such phase and voltage as the District may have available.

**RATE:**

Daily System Charge

Single-phase: \$0.00 per day

Multi-phase: \$0.00 per day

Monthly Energy Charge

\$0.0663 per kWh

**MINIMUM MONTHLY BILL:** Shall be based on kWh sold.

**DELIVERY POINT:** The above rates are based upon the supply of service to the entire premises through a single delivery point and metering point. Separate supply for the same customer at other points of consumption shall be separately metered and billed.

## GLOSSARY

**DAILY SYSTEM CHARGE**: Rate component designed to recover certain fixed costs involved in providing electricity to a home or business, including such things as maintaining substations, poles and lines, meters, issuing bills, and maintaining records. There is a minimum level of infrastructure required to serve a customer.

**MONTHLY ENERGY CHARGE**: Rate component designed to recover variable power supply costs. Monthly energy charge currently includes a portion of fixed costs.

**MONTHLY DEMAND CHARGE**: Rate component designed to recover fixed costs associated with sizing the system to handle the maximum amount of energy consumed at a moment in time.

# **CUSTOMER SERVICE POLICIES**

**CUSTOMER SERVICE POLICIES - RESOLUTION 2516**

*Effective October 8, 2019*

# CUSTOMER SERVICE POLICIES

**PURPOSE:** In accordance with the District's objective of providing the best possible service at the lowest possible cost consistent with sound business principles, it is the intent and purpose of the Customer Service Policies to ensure that all customers of the District receive uniform and equitable consideration.

**SCOPE:** These Customer Service Policies are a part of all oral or written contracts for delivery of electric energy. They are equally binding on the District and its customers. Copies of these Customer Service Policies shall be available in the offices of the District and on the District's website.

**REVISION:** These Customer Service Policies may be revised, amended or otherwise changed at any time by the District's Board of Commissioners.

**CONFLICT:** In case of conflict among provisions of the rate schedules and these Customer Service Policies, the provisions of the rate schedule shall apply.



## **APPLICATION FOR SERVICE, STOP SERVICE OR TRANSFER SERVICE**

**GENERAL APPLICATION FOR NEW SERVICE:** An application for new electric service or changes to existing services may be oral or written at the discretion of the District. Each prospective customer requesting a new account or changes to an existing account for electric service shall furnish the District, upon request, any pertinent information relating to name, proof of identity, service address, mailing address, lease or ownership agreements, credit information, load, voltage, phase, and the manner in which power will be utilized. To comply with the Fair and Accurate Credit Transactions Act (FACTA), a United States government or state issued identification may be required when applying for electric service. The District may require that this information be in writing and verified by the customer or an applicable third party. Contracts for large industrial or commercial customers shall contain such provisions and stipulations as may be necessary or desirable to protect the interest of both the District and the customer.

By submitting an application for electric service, the customer authorizes the District to verify the true identity of the customer to the District's satisfaction and to perform a credit assessment related to the customer as provided by third-party credit reporting agencies.

Customers applying for service who have a previous debt with the District that is collectible in accordance with the statute of limitations will be required to pay the debt in full prior to starting service.

When an application for service is received for a location where electric service has been disconnected between occupants, the property owner or owner's authorized agent will be asked to approve connection of electric service for the applicant in order to ensure that it is safe to do so. Service will not be started if the owner or owner's authorized agent does not grant approval to connect electric service. The District may require the owner or owner's authorized agent to provide proof of ownership or proof of authority to act in this regard.

**GENERAL INFORMATION TO STOP OR TRANSFER SERVICE:** When moving from one residence or business to another, or when moving out of the District's service area, the responsible party must submit a Stop Service or Transfer Service application online, or call or come into the Kennewick or Prosser offices. The customer must provide the date when he/she will no longer require electric service. Upon notification to stop or transfer service, the following will occur:

1. The electric meter will generally be read on the requested date.
2. The customer is responsible for power consumed until the District is notified of a service stop date.
3. The account is closed and a final billing is generated.

**CHANGE OF OCCUPANCY:** When a change of occupancy or legal responsibility takes place on any premise served by the District, notice of such change shall be given within a reasonable time prior to such change. The outgoing customer is responsible for all power consumed until a final reading can be obtained.

**RESIDENTIAL APPLICATION FOR SERVICE:** Upon application for electric service, a customer will be required to provide proof of identity, which may include providing a valid social security number (SSN) containing the name of the primary applicant. The District, at its discretion, may use the SSN to verify identity and conduct a credit assessment to determine credit worthiness of the applicant. If a valid SSN is not provided, 2 pieces of valid identification, one of which must be photo identification, may be provided. Valid photo identification includes, but is not limited to: a passport, state driver's license, identification card issued by a state or foreign country, U.S. military ID, U.S. Citizenship and Immigration document with signature and photo. To comply with the Fair and Accurate Credit Transactions Act, a United States federal or state government issued identification may be required. Electric service will not be connected until such a time as a valid SSN or 2 pieces of valid identification, one of which must be photo identification, is provided. When signing up for service at a new location, a Start Service fee will be added to the customer's first monthly bill.

*See Fee Schedule for a list of fees.*

**RESIDENTIAL DEPOSIT INFORMATION:** The District may require a security deposit in the form of cash or other payment guarantee for electric service. Deposits may be required from new customers or existing customers who fail to maintain a satisfactory payment record. When required for new customers, deposits are payable at the time of application for electric service. At the District's discretion, a payment arrangement may be entered into for payment of the deposit. If a deposit is not paid as required, electric service may be disconnected.

1. If a deposit is required, it is defined as 2 times the average monthly bill at the location where electric service is requested. For a residential account, if there is insufficient usage history at the premise during the previous 12 months, the deposit amount is calculated using the square footage of the premise,  $2 \times (\text{sq. ft.} \times .085)$ . The minimum residential deposit amount is \$100.
2. A deposit is not required if a valid SSN is presented by the primary applicant, and one of the following credit criteria is met:
  - a. There is a 12 month satisfactory payment history with the District for electric service ending within the last year.
  - b. For an existing District customer, the most recent 12 months of payment history represents a satisfactory payment record.

- c. A satisfactory credit assessment is obtained by the District from a national credit assessment agency.
3. A deposit is not required when an eligible residential customer enrolls in prepaid services, called Pay As You Go.
4. A deposit may be required in any of the following circumstances:
  - a. 2 pieces of valid identification, one of which must be photo identification, is presented in lieu of a valid SSN.
  - b. A valid SSN is provided, but the applicant has unpaid debt with the District.
  - c. A valid SSN is provided, but an unsatisfactory credit assessment is obtained by the District from a national credit assessment agency.
5. A deposit will be held on the account until such time that the customer demonstrates a satisfactory payment record for 12 consecutive months. The deposit refund will be credited to the electric account during the next billing period.
6. At the District's discretion, deposits may be refunded by check, or applied to any delinquent Home Energy Tune-up charges, or applied to the account(s) billed for electric service or fees as listed under the fee schedule.
7. Deposit refunds on closed accounts will be issued in the name of the primary account holder at the time the account is closed, and may take up to 4 weeks to be processed.
8. If a deposit is required due to an unsatisfactory credit assessment, a customer has the right to disclosure of their credit report due to the fact that adverse action was taken because of the contents of their credit report. The fact that adverse action, in the form of a deposit or denial of electric service, has been taken entitles the customer to a copy of their credit report free of charge by writing to the applicable credit bureau within 60 days from the date the adverse action was taken and requesting a copy.

*See Prepaid Services for additional information, as well as Fee Schedule for a list of fees.*

**COMMERCIAL/IRRIGATION APPLICATION FOR SERVICE:** Upon application for service, a business will be required to provide the business name, service address, mailing address, business structure, responsible parties, a valid Unified Business Identifier (UBI) number and completed commercial application. All UBI numbers are verified through the State of Washington Secretary of State website prior to the connection of electric service. In the event a business is not able to provide a current UBI number, additional documentation may be required to establish the account. For a Sole Proprietorship, a valid Social Security Number (SSN) must be

provided. The District, at its discretion, may use the SSN to verify identity and conduct a credit assessment to determine credit worthiness of the applicant. When signing up for service at a new location, a Start Service fee will be added to the customer's first monthly bill.

Electricity Intensive Load (EIL) customers starting new service or existing customers adding load within the definition of EIL are obligated to notify the District and complete an application for service.

*See Electricity Intensive Load for additional information, as well as Fee Schedule for a list of fees.*

**COMMERCIAL/IRRIGATION DEPOSIT INFORMATION:** The District may require a deposit in the form of cash or other payment guarantee for electric service. Deposits may be required from new customers or existing customers who fail to maintain a satisfactory payment record, or in accordance with the District's Large Customer Credit Policy. In addition, deposits for EIL customers will be assessed in accordance with the EIL policy. When required for new customers, deposits are payable at the time of application for electric service. At the District's discretion, a payment arrangement may be entered into for payment of the deposit. If a deposit is not paid as required, electric service may be disconnected.

1. If a deposit is required for an existing commercial or irrigation service, it is defined as 2 times the average monthly bill at the location where electric service is requested. The minimum commercial or irrigation deposit amount is \$200.
2. If a deposit is required for a new commercial service, then the deposit will be calculated based on the square footage of the premise as follows:  $2 \times (\text{sq. ft.} \times .20)$  to determine 2 times the average monthly bill amount, subject to the following:
  - a. Deposits for loads that are expected by the District to exceed the deposit calculation will be computed manually to determine the average monthly bill amount. The expected loads used to determine the average monthly bill amount will be based on customer-provided demand projections and the appropriate rate schedule for the load size.
  - b. After a deposit has been established using the deposit calculation or computed manually, the District may re-evaluate actual usage and increase or decrease the amount of the deposit so that it equals 2 times the average monthly billing at that location.
3. For a new irrigation pump, the deposit is calculated using the horsepower of the pump,  $2 \times (\text{hp} \times \$42)$ .

4. A deposit is required for all commercial and irrigation accounts. A District representative may waive the deposit requirement for a commercial or irrigation customer that meets any one of the following exemption criteria:
  - a. Attained at least 24 months of a satisfactory payment record with the District, within the past 3 years.
  - b. The District is in receipt of a credit reference in the customer's name from their previous utility reflecting satisfactory credit. The letter must verify at least 24 months of acceptable payment history within the past 3 years with no more than one late payment, one returned payment and no disconnects for non-payment. The credit reference must pertain to an account of similar business nature for which electric service has been applied for with the District.

In addition to the utility credit reference, Large General Service customers may also be required to provide an investment grade or higher credit report from an acceptable nationally recognized credit agency.
  - c. District obtained credit report demonstrates proof of an acceptable nationally recognized credit rating of investment grade or higher. In addition to the credit report, Large General Service customers may also be required to provide a utility credit reference.
  - d. A satisfactory credit assessment is obtained by the District from a national credit assessment agency when the customer, as a Sole Proprietorship, presents a valid SSN for the primary applicant instead of a UBI number.
5. A deposit will be held on the account until such time that the customer demonstrates a satisfactory payment record for 24 consecutive months. The deposit refund will be credited to the electric account during the next billing period.
6. At the District's discretion, deposits may be refunded by check, or applied to any delinquent Home Energy Tune-up charges, or applied to the account(s) billed for electric service or fees as listed under the fee schedule.
7. Deposit refunds on closed accounts will be issued in the name of the primary account holder at the time the account is closed, and may take up to 4 weeks to be processed.

*See Electricity Intensive Load for additional information, as well as Fee Schedule for a list of fees.*

**ELECTRICITY INTENSIVE LOAD:** Electricity Intensive Load (EIL) is defined as customers whose electrical load has one or both of the following attributes:

1. Customer loads where electricity is the predominant input to the business production.
2. Any load where the load factor or total energy consumption is estimated to be or is appreciably higher than:
  - a. Previous consumption at the service location, or
  - b. Other customers operating in a similarly-sized and type of facility.

Examples include but are not limited to: server farms, an aggregation of microprocessor-based computing equipment within a home, garage or business, or special purpose data centers.

New EIL customers applying for service, and existing customers who add load within the definition of EIL, are obligated to notify the District. A customer who fails to report their EIL status may be responsible for damages to the District's distribution facilities if overload occurs. The District will proactively monitor changes in loads to identify potential unreported EIL customers.

Due to their relatively high energy use, EIL customers present a potential risk to the District from a financial and distribution system operations standpoint. This policy attempts to mitigate those risks and establish parameters for EIL customers that balance stewardship and fiscal responsibility for all of the District's customers while offering cost-effective and reliable electricity to EIL customers.

The Large Customer Credit Policy is not applicable to EIL customers.

***Billing and Deposit Options:***

EIL customers will provide security deposits and be billed for usage according to either the Standard or One Month Prepay Options. Customers on a Residential or Small General Service rate schedule will only be eligible for the Standard Option. The methodology used for deposits will be the appropriate rate schedule using maximum potential load based on the cumulative nameplate rating of the customers installed equipment and an assumed minimum load factor of 80%, if 12 months of billing history does not exist. The District may work with the customer to align the deposit amount with the customer's equipment installation and load development plans, or operating history.

If an EIL customer temporarily ceases to operate but intends to keep their account open and established payment option(s) available, the District reserves the right to hold the deposit until final close of the account.

## **1. Standard Option**

### **a. Billing:**

- Customer will be billed on a monthly basis with bills due in 20 days.

### **b. Deposit:**

- A standard deposit will be required and will consist of two month's billing based on the method described above.
- After a deposit has initially been established, the District may re-evaluate actual usage and increase or decrease the amount of the deposit so that it equals two times the monthly billing at that location.
- One half of a standard deposit must be paid before service will be provided. The second half will be billed on the first day service is provided and must be paid within 20 days.
- Deposits will be retained for the life of the account.

## **2. One Month Prepay Billing Option**

*Note: This option may require the customer to respond to accelerated timelines, including but not limited to, disconnection of service for not complying with the payment terms. This option will also require the customer to enter into a Payment Terms/Hold Harmless agreement with the District.*

*This Prepay Billing Option is both separate and distinct from the District's prepaid billing program Pay As You Go. EIL customers are not eligible for Pay As You Go enrollment. See Prepaid Services for additional information.*

### **a. Prepay/Billing:**

- One month's estimated billing, using the same methodology, will be estimated to initiate the first payment, using the appropriate rate schedule and assuming a minimum 80% load factor, based on the maximum potential load at the location given the distribution system infrastructure, transformer size, and customer panel size.
  - If an acceptable load development plan has been provided to the District, the prepay amount may be calculated based on the loads provided in the plan.

- Subsequent prepay amounts will be based on the previous month's actual usage, or customer load development plan, if provided.
  - The prepayment for the subsequent month must be paid by the 25<sup>th</sup> of each month.
  - Actual usage for the previous month will be calculated on the first of each subsequent month.
  - The difference between the prepayment and actual usage, if a debit balance, must be paid by the 25<sup>th</sup> of the month.
    - A credit balance will be applied to the next month's prepayment.
- b. Deposit:
- 25% of one month's deposit will be required and will be based on the methodology described above.
  - The deposit must be paid in full prior to service being provided.
  - After a deposit has initially been established, the District may re-evaluate actual usage and adjust the amount of the deposit so that it equals the monthly billing at that location.
  - Deposits will be retained for the life of the account.

The District, at its discretion, may enter into a power sales contract with an EIL customer when demand exceeds 10,000 kW, in which case the customer is exempted from this EIL policy, and the terms of the contract will apply.

***Obligation to Complete Commercial/Industrial Application for Service:***

EIL customers who are requiring new construction, who are moving into an existing premise, or existing customers who are adding EIL load at their current location, are required to notify the District that their load meets the definition of EIL and must complete a Commercial/Industrial Application for Service. Engineering staff will evaluate the projected customer load and design any necessary line extension or distribution system improvements to meet the service request. EIL customers are required to pay some or all of the costs in aid to construction of these new or upgraded facilities and the District reserves the right to set maximum EIL customer penetration levels for specific distribution facilities.

*See the District's Line Extension and Facilities Construction Policy for additional information.*

If the District identifies an EIL load that has not been applied for, the customer will be asked to immediately cease EIL operation. At such time, an application must be



submitted to the District to assess distribution system requirements. All applicable fees and deposits must be paid before EIL operations can resume. Failure to cease operations will result in immediate disconnection of service.

If the customer fails to notify the District that they meet the definition of EIL, and equipment failure occurs as a result of their load, the customer will be required to pay time and material charges for repair of District equipment that is damaged as a result. Failure to pay these charges may result in disconnection of service.

***Assignment of Rate Schedule:***

EIL customers will be assigned the appropriate residential or commercial rate schedule based on their initial load and service location. EIL customers located where a residential rate schedule would normally be applied will be assigned the residential rate. EIL customers on a commercial schedule will transition to other applicable rate schedules as they meet the applicable thresholds. It is the customer's responsibility to notify the District when these thresholds have been met, or if other changes have occurred (installation of equipment, or other changes in load) that may make them eligible for a different rate schedule. EIL customers with loads greater than 10,000 kW demand will be subject to the District's New Large Load Rate Schedule 80. Final determination of the appropriate rate schedule is at the District's discretion.

**LANDLORD INFORMATION:** The District offers a Landlord Agreement (Agreement) that allows the continuous service of electricity to all rental units when they become vacant. In consideration of this Agreement:

1. Upon termination of a tenant's service, electrical power to any unit listed on the Agreement will remain on and the account will be placed in the Landlord's name. The Landlord agrees to pay for all electric energy delivered to each unit when vacant.
2. The Landlord will contact the District immediately upon termination of a tenant's occupancy to verify tenant's termination date and forwarding address. If this contact is not done in a timely matter, the District reserves the right to terminate the Agreement. The District will provide written notice to the Landlord when a tenant notifies the District of their intent to move from the premise.
3. The Start Service Fee will be waived when service responsibility transitions to the Landlord's name between tenants.
4. If a Property Manager will be responsible for administration of the Agreement and acting on behalf of the Landlord, the name and address of that party must be listed in the Agreement.
5. Any change in the Landlord and/or Property Manager will terminate the agreement and, if desired, necessitate completion of a new agreement.

6. The Agreement shall remain in full force and effect until notification of cancellation is received in writing, by either party. Cancellation will result in immediate termination of electric service to all units which the District's records indicate as unoccupied.
7. To protect the Landlord/Property Manager's privacy and for identity verification, the District may require the Landlord to provide their Social Security Number or other proof of identity when inquiring on account information.
8. Should the Landlord's personal account be subject for disconnect for non-payment, the District reserves the right to disconnect service for all addresses associated with the Landlord, through the Agreement, that are currently in his/her name.
9. Should the current tenant's electric account become delinquent, the District reserves the right to disconnect service for non-payment.
10. Upon receipt of a signed and notarized Landlord/Tenant Agreement for Release of Account Information, the District will provide a Landlord with notification when a tenant is issued an Urgent Notice of Disconnection of Service, does not meet an agreed upon payment arrangement on their account or is pending disconnect. The landlord may also be provided with tenant billing and payment activity upon request. It is the landlord's responsibility to obtain the signed Landlord/Tenant Agreement for Release of Account Information.

## BILLING INFORMATION

**BILLING:** Billing statements will be generated monthly unless otherwise designated in the rate schedule. Accounts billed monthly are referred to as traditional postpaid billing accounts, or Postpaid.

For a final billing, it is the responsibility of the customer to notify the District in advance of the date electric service is to be disconnected. The District will, as nearly as possible, read the meter(s) on the date requested. The customer is responsible for all power consumed until a final meter reading can be obtained. The District reserves the right to estimate the final meter reading.

**BILLING ADJUSTMENTS:** When an under-billing or over-billing occurs, the District shall provide the customer with notice of the circumstances, period of time, and the amount of the adjustment. The following will also be considered when addressing an under-billing or over-billing situation:

### ***Under-billings:***

1. When the under-billing is the result of a District error, residential and commercial customers may be back-billed for a maximum period of 6 months, subject to the following exceptions:
  - a. Commercial customers may be back-billed for a period greater than 6 months, but for no more than 72 months, and only when approved by the District's Commission. Reasons for back-billing for more than 6 months might include, but are not limited to, seasonal usage that went undetected, the complexity of the metering, and the amount of the unbilled usage.
  - b. When the under-billing is the result of a customer error or fraud (i.e. meter tamper), customers may be back-billed for a period greater than 6 months, but for no more than 72 months, and only when approved by the District's Commission.
2. At the District's discretion, back-billing for under-billings may be waived when the cost of initiating the back-bill makes it uneconomical, or when other business-related reasons make it imprudent to back-bill. Generally, this threshold is reached for back-bills of \$50 or less.
3. When a customer is required to pay for an under-billing due to a District error, the customer may enter into a payment arrangement at the District's discretion. The term of the payment arrangement shall not exceed the amount of time that the error went undetected. This payment arrangement option will not be available to customers who are back-billed due to fraud.
4. Typically, interest will not be assessed on under-billings unless such under-billing resulted from customer error or fraud.

5. Customer Service staff will estimate the back-bill amount based on the customer's previous usage history. In some cases, depending on the length of time the customer was under-billed, it may be necessary to monitor usage after correction of the situation to determine accurate customer consumption for the back-bill.

***Over-billings:***

1. An over-billing for residential and commercial customers may be adjusted for a period up to 3 years, except as approved by the District's Commission.
2. The District is a municipal corporation of the State of Washington. The maximum period of time public entities are required to refund over-billings on utility bills is 72 months.
3. Interest on over-billings of \$100 or greater may be paid at the discretion of the District at the historical rate for the Washington State Local Government Investment Pool.
4. Adjustments for over-billings will generally only be provided to the current customer of record.

**DUE DATE:** New charges are due 20 days from the billing date. If the twentieth day falls on a weekend or holiday, the bill will be due on the next business day. Past due charges are due immediately. Governmental agencies may request a 30 day bill due date if their accounting practices/constraints do not allow for a 20 day due date, and the District may grant the request if the customer has satisfactory payment history.

Pay As You Go accounts are not subject to 20 day or 30 day due date requirements.

*See Prepaid Services for additional information.*

**LATE FEE:** A late fee of 1% of the past due amount will be assessed after the due date. Late fees will not be assessed on the portion of a past due balance being paid through Payment Assistance agencies (i.e. LIHEAP, Helping Hands, churches, Veteran's Assistance) while waiting for payment to be received.

Pay As You Go customers are excluded from receiving late fees.

*See Collection Events, as well as Prepaid Services, for additional information. See Fee Schedule for a list of fees.*

**URGENT NOTICE:** An urgent notice will be mailed to customers with delinquent account balances as notification before disconnection of electric service. A fee will be added to the electric bill upon mailing of this notice.

Pay As You Go customers are excluded from receiving urgent notices.

*See Collection Events, as well as Prepaid Services, for additional information. See Fee Schedule for a list of fees.*

**ESTIMATED BILLING:** Occasionally, it may be necessary to estimate a meter read. When an estimate has occurred, consumption will be based on previous usage history at the premise.

If the customer receives a billing statement containing an estimated read and would like an actual read to validate the estimate, they can contact the Customer Service department.

**RESPONSIBILITY FOR PAYMENT OF SERVICES:** Where 2 or more persons join in one written or oral application or contract for electric service, such person(s) shall be jointly and individually liable and shall be billed by means of a single periodic bill mailed to the primary applicant.

Whether or not the utility obtained a joint application, where 2 or more persons are living in the same residence and benefit from the electric service provided by the District, they shall be jointly and individually liable for the bill for electric service supplied and may be provided with account information, such as balance, payment activity, etc. Proof of residency is required.

In the event a person or business (account holder, co-applicant, spouse, domestic partner, roommate) is occupying or residing at a premise receiving electric service from the District, that person or business is presumed to have used the electric service and is considered a customer of the District. Such person or business will be equally responsible for payment of the bills for electric service accumulated during the period of residency. It is the customer's responsibility to notify the District when they have moved from the premise and are no longer using electric service at that location.

The delivery of electric service by the District and its acceptance/usage by the customer shall be deemed to constitute an agreement with, and acceptance of the District's Customer Service Policies.

**BILLING AND DISCONNECTION DISPUTES:** Billing inquiries, disconnection disputes, and other issues relating to customer account charge(s) should be directed to the

Customer Service Department. If the issue is not resolved to the satisfaction of the customer, the customer may request a meeting with a member of management in the Customer Service Department. If the issue remains unresolved, the customer may request an informal conference with the applicable department director, with such meeting being conducted via telephone or in person, at the discretion of the District.

*See Appeals Process for additional information.*

**TAX ADJUSTMENT:** The amount of any and all revenue, kWh or other form of tax imposed by any municipality, county, federal, state or other governmental subdivision taxing body upon the District or upon the property herein, revenue or income of any part of the District may be apportioned by the Board of Commissioners of the District according to the territory in which such tax or taxes may be effective and among the various classes of electric service furnished therein. This may constitute an additional charge to any amounts, which may be billed to any customer under the rate schedule or special contract.

**RESALE OF ENERGY:** All energy delivered to the customer by the District is for utilization by the customer and not for resale, unless expressly agreed otherwise by contract. Customer submetering shall be for prorating energy costs among tenants only. In no case shall submetering be used to resell energy at a profit.

**PREPAID SERVICES:** The District offers prepaid billing services, called Pay As You Go, as an option to eligible residential customers. Pay As You Go is designed to offer greater control over electric usage by allowing customers to choose when and how much electricity to purchase on a prepaid basis, similar to adding gasoline to a gas tank or buying minutes on a prepaid phone. Enrollment is voluntary and there are no additional costs or fees for customers who participate. By pre-purchasing electricity, customers can plan their budget and closely monitor their usage.

Customer benefits include the following:

1. Customers will not be assessed a deposit when signing up for service.
2. Customers with an existing deposit can transition to Pay As You Go and apply the deposit to their account.
- c. Daily electronic notifications allow customers to closely monitor and manage their electric usage.
3. No late fees, no disconnect fees, and no reconnect fees.
4. A payment arrangement can be utilized to pay an existing balance over time.

Costs for electric usage will be calculated on a daily basis using the Residential Rate Schedules, and will include daily system charge and city tax, if applicable. Each day, the calculated daily costs will be deducted from the account balance (referred to as the Prepaid Balance). When the Prepaid Balance falls below a zero balance, the meter will be disconnected. Disconnections will occur seven days a week. Once sufficient payment is made, the meter will automatically reconnect.

CUSTOMERS WHO ELECT TO ENROLL IN PAY AS YOU GO REMAIN SUBJECT TO ALL DISTRICT POLICIES AND REQUIREMENTS. CUSTOMERS MUST AGREE TO INDEMNIFY, DEFEND AND HOLD BENTON PUD AND ITS DIRECTORS, OFFICERS, EMPLOYEES, CONTRACTORS, AND AGENTS HARMLESS FROM ANY AND ALL LIABILITY, INCLUDING PERSONAL INJURY, DEATH, PROPERTY DAMAGE AND LOSS OF BUSINESS OR PROFITS, THAT MAY STEM FROM: PARTICIPATING IN THE PAY AS YOU GO PROGRAM, FAILURE OF THE CUSTOMER TO MAKE TIMELY PAYMENTS IN ORDER TO MAINTAIN UNINTERRUPTED ELECTRIC SERVICE, DISCONNECTION OF ELECTRIC SERVICE, AND/OR RECONNECTION OF ELECTRIC SERVICE.

The District's appeals process is available to customers to resolve Pay As You Go account decisions, including the right to contest a disconnection of service.

*See Appeals Process for additional information.*

**Customer Eligibility and Program Requirements:**

Eligible new or existing residential customers can choose to enroll in Pay As You Go at any time. Customers must have a meter with remote disconnect/reconnect capabilities. A SmartHub account is also required in order to receive necessary notifications.

The following customers are not eligible for Pay As You Go, regardless of meter type:

1. Those having a medical need or life support designation on the account
2. Customers designated as Electricity Intensive Load
3. Customers who are participating in Net Metering or the Community Solar program
4. Customers who participate in the Winter Weather Moratorium

The District, at its discretion, may remove an account from Pay As You Go at any time and could require a deposit to transition to a traditional postpaid account, i.e. usage is billed every 30 days with a 20-day due date (referred to as a Postpaid Account).

Pay As You Go customers are not eligible to sign up for Auto Pay, the Budget Payment Plan, or receive their Pay As You Go bill as part of an Invoice Group as they will not receive a billing statement. Enrollment in Pay As You Go will result in cancellation of any automatic payments and removal from the Budget Payment Plan (if applicable).

Pay As You Go customers may donate to the District’s Helping Hands program on a one-time or recurring basis. Recurring donations will be included in the daily calculation.

**Enrollment:**

Customers choosing to enroll will be required to sign a Pay As You Go Customer Agreement and establish a minimum starting credit. Customers new to the District will be required to provide identity verification to comply with FACTA requirements.

No deposit is required for Pay As You Go customers. If a customer has an existing deposit on a Postpaid Account, the deposit will be applied to the Pay As You Go account. The deposit will first be used to satisfy any balances owing, with the remainder applied to the starting credit.

*See Residential Application for Service for additional information about identity verification, as well as Fee Schedule for a list of fees.*



***Prepaid Arrangement:***

Customers owing a balance when transitioning to Pay As You Go, or customers returning to the District with a previous unpaid debt that is less than 45 days past the closing bill due date, have the option to pay off the debt over time using an arrear account (referred to as a Prepaid Arrangement). When a Prepaid Arrangement is created, 25% of each subsequent payment will be applied to the Prepaid Arrangement and the other 75% of each payment will go towards the Prepaid Balance. Customers may request a modification to this distribution percentage but the amount applied to the Prepaid Arrangement cannot be less than 25% of each payment.

Late fees will not be assessed on balances in a Prepaid Arrangement. The maximum balance allowable in a Prepaid Arrangement is \$250. Exceptions to the maximum balance require Commission approval and may require subsequent payments to be split evenly between the Prepaid Balance and the Prepaid Arrangement.

Customers may request to pay the Prepaid Arrangement in full at any time by contacting Customer Service.

*See Appeals Process for additional information.*

***Daily Usage and Account Balance Calculation:***

Electric consumption for the previous day will be calculated each morning. The calculated usage will be based on the Residential Rate Schedules and will include kWh charges, the Daily System Charge, city tax (if applicable), and low income discounts (if applicable). If a meter read cannot be obtained at the time of calculation, the read will be estimated until an actual read is obtained. The calculated daily costs will be billed to the Pay As You Go account every morning. Any relevant notifications will be sent to customers shortly thereafter.

***Customer Notifications:***

It is the customer's responsibility to stay aware of account balances and usage alert information. Therefore, it is also the customer's responsibility to notify the District of changes to any contact information, including telephone numbers, email addresses, and mailing addresses. Customer enrollment in SmartHub to receive email notifications is required. Text message notifications are optional.

Customers on Pay As You Go can view their balance at any time by accessing SmartHub via the website or the SmartHub app. Average daily usage will also be provided along with the estimated number of days still remaining, factoring in recent usage and the current credit balance.

Customers will be automatically notified when their Prepaid Balance falls below District-established thresholds or when their account has been disconnected

and/or reconnected. Customers can also enroll in text notifications and may customize their notifications to receive emails or texts when the account credit balance falls below customer-established thresholds.

***Payments:***

Payments can be made via check, credit/debit card, or cash. If a check payment is returned, a Returned Payment Fee will be applied to the account. The minimum payment requirement is \$1 in cash or \$5 using a credit/debit card.

Payments can be made any time via various self-service payment channels, including payment kiosks, SmartHub app or website, or Pay By Phone. These payment channels will update the Pay As You Go balance immediately. Payments can also be made during regular business hours in person or on the phone by calling Customer Service.

Pay As You Go customers can schedule one-time payments in advance using SmartHub. All payments can be viewed in SmartHub.

*See Payment Options for additional information, as well as Fee Schedule for a list of fees.*

***Assistance Options for Prepaid Customers:***

Pay As You Go customers are eligible to receive payment assistance from outside agencies and organizations. Once notification is received from the agency regarding the amount of payment assistance to be provided, the amount will be posted to the account immediately and will appear as a credit balance, even before payment is received. If the customer has an arrears account, the payment assistance will be applied 50% towards the Prepaid Arrangement and 50% towards the Prepaid Balance.

Pay As You Go customers are eligible to receive a low income discount if they meet program qualifications. For customers on Pay As You Go, the Low Income Discount will consist of the percentage discount only. Existing customers already receiving a discount do not need to reapply; their eligibility will transition to Pay As You Go. Customers not already receiving a discount or customers new to the District must complete a Low Income Discount Application to determine eligibility.

*See Assistance Options under the Payment Information section for additional information.*

***Disconnection of Service for Prepaid Customers:***

Disconnection of electric service will occur when an account balance falls below zero. Disconnects will occur every day except holidays designated by the District. There is no disconnect fee for Pay As You Go customers.

Pay As You Go customers are subject to the District's disconnection policies related to extreme weather, and are still responsible for all balances incurred when disconnects are suspended or temporary reconnects are initiated due to extreme weather events.

*See Disconnection of Electric Service for additional information.*

***Reconnection of Service for Prepaid Customers:***

In order to restore service after being disconnected, customers must pay debit balances in full, plus the minimum reconnect balance, before reconnection will occur. The minimum reconnect balance is required to keep the customer from being disconnected again the next day. There is no reconnect fee for Pay As You Go customers.

Reconnection of service occurs remotely using the functionality of the meter. Once sufficient payment is made that satisfies both the debit balance and minimum reconnect balance, power will be automatically restored immediately. Per the terms of these Policies and the Pay As You Go Customer Agreement, the customer acknowledges that the electric service will be immediately reconnected upon payment. The customer further acknowledges that the location where service is being reconnected is in safe condition, authorizes the immediate reconnect, and releases Benton PUD from liability relating to the reconnect.

***Return to Postpaid:***

Pay As You Go customers can choose to change to traditional Postpaid billing at any time. If the sum of the Prepaid Balance and Prepaid Arrangement (when applicable) results in a balance owing, then the District may require the balance to be paid in full before changing to Postpaid billing. If a credit balance exists, it will be applied on the next traditional bill. The District will conduct a credit assessment from a national credit assessment agency to determine if a deposit will be required. At the District's discretion, a payment arrangement may be entered into for payment of the deposit.

*See Residential Deposit Information for additional information.*

## **PAYMENT INFORMATION**

**FORM OF PAYMENT:** Payments may be made by check, cash, cashier's check, credit or debit card (Visa/MasterCard/Discover) or money order. Rolled or loose coin may be accepted up to a maximum of \$5.00 per month. The rolled or loose coin must be pre-counted by the customer, and verified by District staff in view of the customer to ensure the amount being tendered to the District is accurate.

Payments by credit card are allowed for the following rate classes:

1. Residential
2. Small general service
3. Medium general service
4. Small irrigation
5. Security lights

### **PAYMENT OPTIONS:**

1. By mail or in person at our offices located at 2721 W. 10<sup>th</sup> Avenue in Kennewick or at 250 North Gap Road in Prosser
2. SmartHub at [www.bentonpud.org](http://www.bentonpud.org) (website or mobile app)\*
3. Secure pay-by-phone system\* at 844-255-3675 (toll free)
4. Self-service payment kiosks located at the Kennewick and Prosser offices
5. Via the after-hours call center at 509-582-2175
6. One-time payment "Pay Now" at [www.bentonpud.org](http://www.bentonpud.org)
7. Automatic payment via credit card or electronic debit to a checking/savings account
8. CheckFree locations - see [www.checkfreepay.com](http://www.checkfreepay.com) (may take multiple days to process and may be charged a fee by the CheckFree vendor)

\*Credit card payments must be a minimum of \$5.00 unless the balance due is a lower amount.

**PAYMENT ARRANGEMENT:** If a customer is unable to pay their bill, they may contact the Customer Service Department to request payment arrangements. Payment arrangements can only be requested by those individuals listed on the account who are designated as financially responsible or who are authorized to do so by the customer of record. Payment arrangements on past due accounts are made at the discretion of the District. Broken payment arrangements are subject to disconnection without further notice.

**RETURNED PAYMENTS:** Customers with two returned payments (check or electronic) in any 12 month period may be required to pay by cash, in addition to being assessed the returned payment fee.

*See Fee Schedule for a list of fees.*

**BUDGET PAYMENT PLAN:** The District's Budget Payment Plan allows customers to even out the highs and lows of their utility bill payments. It does not change rates, but rather allows the customer to pay less in high usage months by paying more in low usage months. Customers on the Budget Payment Plan must recognize that while the budget payment amount is the amount that is due each month, they are still responsible for the actual consumption of electricity.

1. The Budget Payment Plan is available to residential and security light customers that have either a zero account balance or only their most recent bill amount due at the time of enrollment. An account with multiple service agreements must have all service agreements on the Budget Payment Plan.
2. The District strongly recommends new Budget Payment Plan customers establish 6 months of electric usage prior to signing up for the plan.
3. When an existing Budget Payment Plan customer moves to a new location, the District strongly recommends the customer establish 6 months of electric usage at the new premise and have a zero balance prior to signing up for the plan.
4. Existing non-residential customers on the Budget Payment Plan as of July 14, 2009 will be allowed to remain on the plan, but if removed for any reason thereafter, cannot be reinstated.
5. Customers are responsible for payment of their actual electric usage. The budget payment amount given to customers is only an average and is based on their previous consumption. Weather and changes in consumption habits are factors that may cause budget payment amounts to increase or decrease.

***Budget Payment Amount and Recalculation:***

1. The initial monthly budget payment amount is based on the average kWh usage during the previous twelve months, multiplied by the current electric rate.
2. If there has not been 12 months of actual electric usage, the District will use the formula of square footage x \$.085 to establish the initial monthly budget payment amount.
3. Subsequent payment amounts are recalculated during the year and are based on a credit/debit on the account and actual electric usage during the previous 12 months.
  - a. During recalculation, the average kWh usage during the previous twelve months is multiplied by the current electric rate.
  - b. The account balance, either a debit or credit, is factored in.
  - c. Any city taxes, discounts, Helping Hands or Green Power amounts are also factored in to establish the new payment amount.
  - d. The District may refund a credit over \$120 to the customer and determine the new payment amount.

4. The monthly budget payment amount may also be adjusted at any time if the debit or credit balance on the account reaches a level that warrants an adjustment.

***Removal from Budget Payment Plan:***

1. When a payment is not made by the due date, the customer is subject to the District's collection process and may be removed from the Budget Payment Plan.
2. If a customer is removed from the Budget Payment Plan, the account should have a zero balance before being reinstated on the plan.
3. A customer will be reinstated on the Budget Payment Plan if for any reason they were removed due to District error.

**ASSISTANCE OPTIONS:** Qualified low income customers in need of help paying their electric bill may receive assistance through the federally funded Low Income Home Energy Assistance Program and/or the District's Helping Hands Program, both of which are administered by Community Action Connections (CAC). For more information please contact CAC at 509-545-4065. Customers can also call 2-1-1 to learn about additional community resources that may provide assistance to those in need of help paying their electric bill.

In addition, Low Income Senior, Low Income Disabled, and Low Income Veteran and Active Military discounts are available. Qualified customers may receive a 10%, 15% or 25% monthly discount based on their total annual household income. Discounts are valid for up to 3 years, depending on the enrollment date.

## **CREDIT, COLLECTIONS AND DISCONNECTION OF ELECTRIC SERVICE**

**CREDIT AND COLLECTIONS:** The District, in administering these Customer Service Policies, will take the necessary steps, actions, and proceedings as permitted by law for enforcement and collection of all fees, billings or other charges. All Postpaid bills or invoices are due and payable upon receipt and are delinquent 20 days after the billing date. Failure to receive a bill will not release the customer from obligation of payment. The District, under reasonable administrative rules and regulations which afford due process of law for its customers, may refuse to connect or may disconnect electric service for violation of any of its Customer Service Policies such as: failure to pay charges for electric service when delinquent, failure to maintain a credit balance on a Pay As You Go account, violation of rate schedule or contract provisions, or theft or illegal diversion of electrical current.

Disconnection of electric service for any of the foregoing causes does not release the customer from the obligation to pay for energy received or charges specified in any existing contract. The District will not reconnect services until compliance with the Customer Service Policies is assured. This includes full payment of delinquent amounts, Pay As You Go Minimum credit balance (if applicable), reasonable penalties, deposits and fees for restoration of electric service. A shortened notice and payment period, and special payment security provisions, may be implemented by agreement between the District and a customer under special circumstances.

Additionally, the District has the right to disconnect any or all of a customer's accounts to:

1. Collect delinquent line extension payments if the customer resides at the same address.
2. Ensure fulfillment of a contract.
3. Collect delinquent balances incurred on other accounts in which the name of the financially responsible party is the same.

*See Fee Schedule for a list of fees.*

**COLLECTION EVENTS:** The District notifies customers when their electric bill is past due using various communication channels. This process begins when the electric bill, which may include a security deposit, has not been paid by the due date.

Generally:

1. A late fee (1% of the past due amount) is assessed the fifth day after the due date and will appear on a subsequent billing statement.
2. An Urgent Notice is mailed the tenth day after the due date. A Payment Arrangement confirmation letter may be mailed in lieu of an Urgent Notice when a mutually agreeable payment arrangement has been made.
3. An automated courtesy call is made after an Urgent Notice is mailed.

The District sends electronic notifications to Pay As You Go customers when their account balance is below designated thresholds or has been depleted.

*See Customer Notifications under the Prepaid Services section for additional information.*

**DISCONNECTION OF ELECTRIC SERVICE:** The District may disconnect electric service to enforce its Customer Service Policies, including but not limited to: delinquent account balances related to current and past services, debit balances related to Pay As You Go, self-reconnection, diversion, employee or customer safety and fraud.

If a customer eligible for disconnect has an approved Life Support Equipment designation on their account, in lieu of disconnect, a load limiting device may be installed on their meter.

Specific examples of when disconnection of electric service or installation of a load limiting device may occur are as follows:

1. Customer fails to pay the electric or deposit bill after the urgent notice is mailed, or if the customer fails to satisfy the conditions of a payment arrangement.
2. Customer fails to maintain a credit balance on their Pay As You Go account.
3. The District has knowledge of a current account holder cohabitating with a former delinquent account holder. The District has reason to believe the current account holder received benefit of service during the billing period(s) in which the delinquent account holder incurred the debt. Disconnection of service will occur if the current account holder cannot prove to the satisfaction of the District that he/she was living elsewhere during the billing period(s) in question.
4. A delinquent account holder is receiving benefit of electric service currently being paid by a landlord.

During business hours, acceptable forms of payment to reconnect electric service following disconnection or removal of a load limiting device include: cash, money order, or Visa/MasterCard/Discover credit or debit card. No checks will be accepted.

Prior to reconnection or removal of a load limiting device, an additional deposit may be required.

*See Residential Deposit Information, as well as Prepaid Services for additional information.*



Approval to reconnect electric service at a location that was disconnected for non-payment is required in order to ensure that it is safe to do so. Approval must come from the account holder or person(s) living at the residence that may not be listed on the account, but is considered a customer because they are receiving benefit of the electric service.

Disconnects will be temporarily suspended, based on the daily forecast published in the print copy of the Tri-City Herald, when the forecasted low will be 32 degrees or below or the forecasted high will be 98 degrees or above for that day, the upcoming night, Fridays or on other business days preceding a holiday.

During an extreme cold weather event lasting multiple days, electric service may be temporarily reconnected for accounts disconnected for non-payment. The temporary reconnect must be approved by the customer in order to ensure that it is safe to do so. All temporary reconnects will be disconnected, without further notice, when the forecasted temperature returns to the thresholds defined above.

*See Fee Schedule for a list of fees.*

**IMMEDIATE SERVICE RESTORE:** The District will reconnect electric service following disconnection for non-payment when the required reconnect amount has been paid in full. Once payment is received, electric service will be restored immediately at service locations where remote disconnect/reconnect meters are installed. Benton PUD staff will be dispatched to reconnect electric service to locations where non remote meters are installed.

A customer will be charged a reconnect fee when a payment is made on an account disconnected for non-payment which satisfies the required reconnect amount. Customers with a non-remote meter that have already required reconnect after-hours in the previous 12 months will be charged an increased after-hours reconnect fee.

A customer who contacts the after-hours call center and is unable to make a payment but agrees to pay the amount required to reconnect in full, by noon the next business day, will be charged an increased after-hours reconnect fee.

By making a payment in the amount required to reconnect service, the customer acknowledges that the electric service will be immediately reconnected upon payment. The customer further acknowledges that the location where service is being reconnected is in a safe condition, authorizes the immediate reconnect, and releases Benton PUD from liability relating to the reconnect.

*See Fee Schedule for a list of fees.*

**LIFE SUPPORT EQUIPMENT POLICY:** The District recognizes that some customers or household members may be utilizing life support equipment in their home, and that such equipment operates only on electricity. The Life Support Equipment Policy may be implemented when electric service is considered essential and the customer or household member is dependent on electric-only powered equipment that must be operated continuously, or as circumstances require, in order to avoid the loss of life or serious medical complications requiring immediate hospitalization. This need must be properly documented and specified by a medical physician, and approved by the District.

A customer or household member who is required to utilize life support equipment which operates only on electricity can request their account be designated accordingly by submitting a Life Support Equipment Application to Customer Service. If a customer account with an approved Life Support Equipment designation becomes past due, a load limiting device may be installed on the meter until payment of past due balances is made or until mutually satisfactory payment arrangements are made. The load limiting device will be set to allow only enough electric current to flow to operate the life support equipment as specified on the Life Support Equipment Application on file with the District. For customers residing at a location with a net meter, the load limiting device will be installed on the net meter, and the production meter will be removed for the duration of the load limiter installation to prevent tripping the device. This will temporarily disable the generation capability of the system. Each installation of a load limiting device and each subsequent removal is subject to applicable fees as outlined in the fee schedule. Installation of a load limiting device is contingent upon the compatibility of the District and customer equipment.

Upon installation of a load limiting device, it is the customer's responsibility to monitor electrical usage to avoid tripping the device which could result in loss of electrical power. A manual reset feature will allow the customer to re-establish electric service if the device should trip and cause a loss of electrical power. After initial installation, if the customer requests District staff to reset or inspect the device and amperage levels, and they are determined to be correct, the customer may be subject to a field visit fee in accordance with the fee schedule.

If the customer with the medical need is an adult (at least 18 years old), they will be considered a financially responsible party on the customer account. The District must be notified within 2 business days if the patient with the medical need is no longer living in the home.

A Life Support Equipment designation on an account does not at any time guarantee uninterrupted electric service, does not remove the customer from any financial obligations owed the District, and does not provide for priority status during restoration efforts in the event of an unforeseen power outage.

A load limiting device is intended to provide qualified customers with a temporary means of ensuring electrical service to designated electrical life support equipment and is not intended as a permanent measure for a customer's continued use. Methods for collection of any debt owed the District will continue during the time the load limiting device is in use. It is the customer's responsibility to ensure payment of their electrical account and secure alternate means of life support or medical assistance, including an alternate method of acquiring electricity.

*See Responsibility for Payment of Services, as well as Customer Power Outage for additional information. See Fee Schedule for a list of fees.*

**WINTER WEATHER DISCONNECT MORATORIUM:** During the winter months customers may qualify for the Winter Weather Moratorium, which is a payment plan that defers part of the winter bills to the summer months. Households are eligible for the moratorium if family income is at or below 125% of the established poverty level adjusted for family size.

In accordance with RCW 54.16.285, customers may qualify for protection from disconnection for non-payment of electric service from November 15, through March 15. To be protected under the law, customers must:

1. Notify the Customer Service Department of their inability to pay the electric bill within 5 days of receiving an Urgent Notice.
2. Visit our offices to pick up a Winter Weather Moratorium application from the Customer Service Department that must be completed and signed by an authorized employee of the Benton Franklin Community Action Connections, then return the document to the District's Customer Service Department. That document must disclose the following:
  - a. The customer's household income does not exceed the maximum allowed for eligibility under the Washington State plan for low-income energy assistance and which provides a dollar figure that is 7% of the customer's household income.
  - b. The customer has applied for low-income energy assistance from either a government or private source.
  - c. The customer has applied for low-income weatherization assistance through the District, or other appropriate agency, if applicable.
  - d. Certify that any energy assistance payment received by the customer will be paid to the District.
3. Enter into and maintain a payment plan that will make the customer's electric account current by the next October 15. The customer may not be required to pay more than an amount equal to 7% of their certified monthly household income plus 1/12 of any past due balance accrued from the date the application is made between November 15 and March 15. However, the customer may agree to pay more during that period.

Should the customer enter into such a payment plan and fail to pay as agreed, their electric service will be disconnected.

4. Agree to pay all owing, even if the customer moves.

**COLLECTION OF UNPAID CLOSED ACCOUNTS:** If the customer has an active account in the same name, the unpaid closing bill will be transferred to the active account. Unpaid closed accounts and unpaid miscellaneous accounts are referred to an agency for collection. In accordance with RCW 19.16.500, agency fees are payable by the customer.

## OUTAGE INFORMATION

**CUSTOMER POWER OUTAGE:** If a customer's electric service fails and the customer has tried to determine if there are blown fuses, tripped breakers, or faulty equipment, they may request a District serviceman be sent to the outage location. If the serviceman determines the customer's equipment is at fault, the following will apply:

1. No charge during regular working hours.
2. Outside of regular working hours, a flat fee may be assessed or the fee may be the actual cost to the District including labor, transportation and overhead.

*See Fee Schedule for a list of fees.*

**INTERRUPTION OF SERVICE:** The District will use reasonable diligence to provide an adequate uninterrupted supply of electrical energy at normal voltage.

If the supply is interrupted with or without notice for any cause including but not limited to acts of God, floods, fires, accidents, strikes, riots, mobs, public enemy, laws, government regulations, or failure of equipment or devices, the District shall not be liable for personal injuries, loss or damages resulting there from, nor will such failure constitute a breach of agreement for electric service. In no event shall the District be considered in breach of contract for temporary interruption of service.

The District shall have the right to suspend electric service without notice for the purpose of making repairs, improvements or additions to its system. If said repairs, improvements or additions are made outside of regular working hours for the convenience of the customer, the customer may be required to reimburse the District for costs incurred.

**NOTICE OF TROUBLE:** In the event that electric service is interrupted or not satisfactory, or if a hazardous condition related to District facilities is known by a customer to exist, it shall be the obligation of the customer to notify the District of such existing conditions. The District will not be responsible for damages resulting from failure to notify.

**CURTAILMENT:** It is understood and agreed that the Bonneville Power Administration (BPA), which provides one-hundred percent of the District's regional power grid interconnections, may initiate electricity curtailment procedures in response to energy or transmission system emergencies. Should it become necessary for the District to curtail electrical loads as requested or directed by BPA, the District reserves the right to limit use of electrical energy during such periods or times through proactive switching procedures that could

result in the loss of electrical service to certain District customers. The District will not be responsible for damage or losses caused by its compliance with a BPA requested or directed load curtailment.

*See the District's Emergency Load Reduction Plan Policies, approved by a separate Resolution, for additional information.*

## METERING

**METER READING:** Meters will be read monthly, except for seasonal electric service agreements, and a bill is computed based on the kWh consumption. The District will, as nearly as possible, read meters on the same date each month, but because of holidays, weekends, and the difference in the length of months, a 5-day variation may occur.

If for any reason a reading cannot be obtained, the billing may be based on estimated energy use and demand, and subject to later correction.

**METER TESTING:** In accordance with industry standards, meter manufacturers design meters within plus or minus 0.5% accuracy. In order to ensure accuracy is maintained, the following additional tests will be administered:

1. Meter manufacturers will test 100% of all meters before they are shipped to the District.
2. District staff will test a minimum of 5% of new meters upon receipt of the meters from the manufacturer.
3. A random sample of installed meters will be tested by an independent contractor each year in accordance with American National Standard's ANSI C12.1-2014 and ANSI ASQ Z1.9-2003 (R2013).
4. Meters associated with instrument rated commercial services of 400 amps and larger will be tested on a set periodic basis.

A customer may request a meter test be performed one time in a 12 month period at no charge. A Meter Test Fee may apply if a test is requested more than once in a 12 month period. The fee is waived if the meter is found to be out of calibration by plus or minus 0.5% and a billing adjustment may be warranted.

*See Billing Adjustments for additional information, as well as Fee Schedule for a list of fees.*

**METER TAMPERING:** Tampering with District equipment in order to self-reconnect or commit power theft is extremely dangerous and can result in personal injury, including the loss of life; property damage; and loss of revenue, which ultimately increases costs for all customers.

Tampering with District equipment is a violation of RCW 9A.61 "Defrauding a Public Utility in the third degree" and is punishable by law. Incidents may be referred to the responsible law enforcement agency for action and prosecution.

The District uses several methods to detect tampering and energy diversion, including advanced meter alarms, visual identification by District staff, reports by third parties, and use of technologies and equipment to evaluate customer usage patterns.

Once it has been determined that tampering has occurred, disconnection of electric service may immediately occur if the tamper has resulted in an unsafe condition of District or customer equipment. If disconnect occurs, service will not be reconnected until repairs have been made and Labor and Industries has completed an inspection, or a qualified District electrical worker has determined it is safe to reconnect.

In addition to assessing a Meter Tampering fee, the District may also back-bill for unbilled usage and assess actual costs incurred by the District to investigate the tamper, including labor and material. All charges will generally be assessed to the customer of record regardless of who may have tampered with the equipment.

*See Customer Responsibility for District Property, as well as Billing Adjustments for additional information. See Fee Schedule for a list of fees.*

**ADDITIONAL METERS:** Should the customer desire the installation of additional meters other than those necessary to adequately measure the electric service used by the customer, such additional meters shall be provided, installed and maintained by the customer at the customer's expense.

**UNMETERED ACCOUNTS:** In general it shall be District policy to meter all electric services. However, small electrical loads with constant or known load characteristics may, upon District approval, be connected without provision for metering. This shall apply only to loads where energy consumption can be accurately determined and cannot be readily altered. Street and security lights are covered under the applicable rate schedule.

**MULTI-TENANT METERS:** Should meter base labeling be incorrect or additional visits be required, the customer may be assessed a fee. The District will make one visit to a customer's multi-tenant facility to verify that proper identification is installed on each unit and meter base. During this visit, District staff will verify that labeling is correct and in accordance with the District's requirements.

*See Fee Schedule for a list of fees.*

**ADVANCED METER OPT-OUT PROVISIONS:** Should a customer desire to opt-out of the use of an advanced meter, a fee will apply for monthly manual meter reads. Alternatively, customers who desire to move the advanced meter to a location determined by the customer and approved by the District, will bear the full cost of the relocation and no monthly fees will be assessed.

*See Customer Rights Statement for additional information, as well as Fee Schedule for a list of fees.*



**RENEWABLE ENERGY SYSTEMS:** In accordance with RCWs 80.60.020 – 80.60.040, the District offers Net Metering programs for customer-owned energy systems (up to 100 kilowatts) and community solar energy systems. These programs allow customers to offset their energy usage with electricity generated from the energy systems. A total net metering capacity of 15,120 kilowatts has been established.

In accordance with RCW 82.16.110 – 82.16.130 and WAC 504-49-010, Net Metering customers may be eligible to receive renewable energy incentive payments (REIPs) through the Renewable Energy System Cost Recovery program. The District funds the REIPs and in return, receives a reduction in state public utility tax payments, equal to the cost of the payments. The funding is limited to 1.5% of its 2014 taxable power sales, or \$1,801,098. If potential REIPs exceed the taxable power sales, payments may not be issued.

Net Metering customers with either customer-owned energy systems or community solar energy systems may receive credits on their monthly billing statements based on the following:

1. Customer-owned energy systems - Net Metering customers who generate more electricity than consumed will receive a monthly credit on their billing statement. Excess generation at the end of each billing period will be carried over to the next billing period as a credit. On March 31<sup>st</sup> of each calendar year, any excess generation accumulated during the previous year will be granted to the District without any compensation to the customer.
2. Community Solar - The District's Community Solar projects are voluntarily funded by customer participants. In accordance with RCW 82.16.110(2)(a)(ii), these customers receive a monthly credit on their billing statement based on the project's monthly energy production.

**CUSTOMER OWNED METER BASE REPAIR:** In order to ensure prompt and safe restoration of service after instances of hot connection damage, the District may, at its discretion, authorize repairs to owner occupied single family residential meter bases. Work will be performed at the District's expense by a licensed electrical contractor and is subject to an inspection by Labor and Industries.

## APPEALS PROCESS

**APPEALS HEARING PROCESS:** A customer has the right to appeal decisions made by the District concerning their account(s). These decisions may include, but are not limited to, disconnection of service, broken payment arrangements, urgent notices, Pay As You Go low balance notifications, or the potential release of a customer's personal data. Prior to requesting a formal appeal, customers are encouraged to speak with Customer Service management, including the Manager of Customer Service, Director of Customer Service, or Assistant General Manager for an informal review of the decision. If the objection cannot be resolved via this discussion, then customers shall utilize the following steps to initiate the appeals process within 30 calendar days of the decision being appealed:

1. The District must receive a customer's written appeal by personal delivery, mail, or email. It must contain a short statement of the decision to be reviewed, the action or relief being requested, and the appropriate contact information for purposes of communication during the appeal process. The appeal shall be addressed to the General Manager at customerservice@bentonpud.org or 2721 W. 10th Avenue, Kennewick, WA 99336.
2. Upon receipt of the appeal, the customer will be contacted within 3 business days and a conference will be scheduled. The customer or their designee(s) must be available to attend in person or by telephone in order to discuss the appeal. An investigation may be conducted by the District in the interim and the findings reported during this conference.
3. If the situation remains unresolved at the conclusion of the conference, then a formal Appeals Hearing will be scheduled. The customer will be provided written notice of the date, time, and place of the Appeals Hearing, which they or their designee(s) must be available to attend. In order to avoid abuse of the process, failing to attend a scheduled Appeals hearing may, at the District's discretion, result in a fee being added to the customer's account as outlined in the fee schedule.
4. For the Appeals Hearing, the General Manager will appoint a Hearing Officer, who shall have authority to administer the District's policies, and a District representative. An internal review committee may also be formed to participate in the Hearing.
5. Following the Appeals Hearing, the customer will receive a written determination by the Hearing Officer. The customer will be considered to have received the District's determination 3 business days after the date of postage, or on the same date if sent via email or personal delivery. Receipt of the District's written determination concludes the appeals process.

If a customer has requested an appeal in compliance with the above requirements, any District action relating to the issue under review will be stayed until the conclusion of the process. Customer account matters not relating to the appeal will

not be part of the stay and will continue to be the customer's responsibility. Non-compliance with the appeals process as described, including breaking a payment arrangement, shall remove the customer from the process and subject them to any pending District action, including disconnection or service, without further notice. Non-compliance with the appeals process also precludes further appeal opportunities for the same issue.

*See Fee Schedule for a list of fees.*

**APPEALS TO THE COMMISSION:** Customers may also address issues and/or concerns to an individual District Commissioner or to the full Board of Commissioners. Scheduled public meetings of the Board of Commissioners along with individual Commissioner contact information is available upon request and on the District's website.

**RELEASE OF RECORDS:** The above appeals process does not pertain to those records the District may be required to release in response to a public records request, court order, search warrant, or discovery request. For more information, please contact the District's Public Records Officer.

# CONFIDENTIALITY OF CUSTOMER INFORMATION

**CUSTOMER RIGHTS STATEMENT:** The District’s Customer Rights Statement shares guiding principles for how the District operates and conducts business related to the security, privacy, and use of customer data, and matters of customer choice. Consumer trust is essential to the success of new technologies, and protecting the privacy of customer data is one crucial component of strengthening this trust.

The District collects and uses customer data to perform essential business operations such as operating and maintaining the system, managing outages and processing customer bills. In using this data, the District will conform to applicable laws and regulations intended to keep this information private and secure. Moreover, the District recognizes its responsibilities may appropriately extend beyond these laws and regulations and as such, has developed the following:

District customers have the right to:

1. Privacy
  - a. The District only shares customer information with third parties in order to conduct essential business functions (such as bill processing services). District vendors are held accountable to the same standards regarding the privacy and confidentiality of customer information shared with them.
  - b. The District only shares customer information with the public in compliance with local, state and federal laws. As a public entity, the District seeks to protect the privacy of the customers’ personal information in complying with public records requests.
    - Requests for usage information will be provided in compliance with RCW 42.56 and RCW 19.29A. Information provided will be limited to monthly billing data and will not include daily or hourly usage.
  - c. The District will not sell customer information and will obtain customer permission, in advance, if data is to be released for marketing or commercial purposes the customer does not already subscribe to.
  - d. The District is committed to a fair resolution of privacy concerns and provides customers with an appeals process that allows them to voice concerns regarding the release of their information.
2. Data Security and Integrity
  - a. The District only captures data required to conduct business and retain it for only as long as required.
  - b. The District designs security into every data collection, access and transfer point.
  - c. The District will not transmit personally identifiable information over the Advanced Metering Infrastructure network.

- d. The District implements measures to protect against a loss, misuse, and alteration of the information controlled.
  - e. The District ensures delivery of an accurate bill and/or timely response if an error is discovered.
- 6. Transparency
  - a. The District conducts business in an open, transparent manner where privacy policies and decisions are available to the public.
  - b. The District provides information to customers about all aspects of their account. The District will strive to provide more accessibility for customers through the development of a web portal.
- 7. Customer Choice
  - a. The District does not currently have a time-of-use pricing program in place. In the event a time-of-use pricing program is considered, development of such a program will be conducted through an open, public process.
  - b. The District will not implement a Home Area Network that enables customers to monitor and control their own appliances without prior written consent.
  - c. The District is confident in the advanced meter technology that has been deployed; however customers may opt-out of the advanced meters. Fees are established to offset the cost of meter replacement and manual reads.

*See Advanced Meter Opt-Out Provisions for additional information, as well as Fee Schedule for a list of fees.*

**PERSONALLY IDENTIFIABLE INFORMATION (PII):** Customer data that is considered private or proprietary, or Personally Identifiable Information (PII), includes the following:

- 1. Names
- 2. Service addresses
- 3. Contact information (including telephone numbers, email addresses, and mailing addresses)
- 4. Online login credentials
- 5. Social Security numbers
- 6. Account numbers (including utility account numbers, credit card numbers, bank account numbers)
- 7. Account balances (including current or past account credit standing)
- 8. Any information received to identify the customer, such as driver's license, passport, military or student ID, date of birth, or information collected to establish their credit worthiness.
- 9. Electronic signatures
- 10. Meter identifier and meter interval/electricity use data that is released in combination with any information included with items # 1-9 above.

The District releases PII to vendors who provide an essential business function, such as bill presentment or administration of an energy efficiency program. The vendor is required to sign a confidentiality and non-disclosure agreement as part of their contract with the District. When PII is released for this purpose, customer permission will not be required.

**IDENTITY VERIFICATION BEFORE RELEASING PII:** PII will only be provided to those individuals listed on an account as financially responsible, or who are determined to be financially responsible because they are living at the residence and receiving benefit of electric service, or who are authorized to receive such information by the customer of record. To verify their identity, these customers will be prompted for the last 4 digits of their Social Security Number or other acceptable form of identification prior to the release of account information. For additional security, a customer can provide a password to Customer Service to further control the release of their account information. This password is posted on the customer account to alert Customer Service Representatives to use caution when speaking about specific accounts.

**DATA SECURITY BREACH:** In accordance with RCW 42.56.590, the District shall disclose any breach of security of its systems to any customer whose personal information was, or is reasonably believed to have been, acquired by an unauthorized person. Notice is not required if the breach is not reasonably likely to cause risk of harm to the customer. A customer has the right to request the District investigate the potential release of their personal data through an appeal.

*See Appeals Process for additional information.*

**USAGE DATA:** The District retains the right to monitor usage to ensure the safety and reliability of the distribution system and to identify potential customer equipment malfunctions. This includes usage information in monthly, daily, or hourly increments. All usage data collected will be managed according to the Customer Service Policies.

## GENERAL DISTRICT INFORMATION

**AMERICANS WITH DISABILITIES ACT (ADA):** In accordance with the requirements of the Americans with Disabilities Act (ADA) and state law, it is the District's policy that no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of its services, programs, or activities, or be subjected to discrimination. The policy regarding disability accommodation is available on the District's website.

**CUSTOMER RESPONSIBILITY FOR DISTRICT PROPERTY:** It shall be the responsibility of the customer to take all reasonable and proper precautions to prevent damage to the District's property on the customer's premises. This shall include meters, instrument transformers, services, connections and any other equipment installed by and remaining the property of the District. In the event the District's property is damaged because of the customer's negligence, the District may collect from the customer the cost of repairs or replacements. The District installs its underground facilities at a depth in excess of applicable codes. It shall be the customer's responsibility to maintain that ground coverage.

**REMOVAL OF DISTRICT EQUIPMENT:** To ensure public safety and avoid potential unsafe conditions, District equipment installed at a customer premise may not be removed by the customer at any time and can only be removed by qualified District personnel. Equipment removal by the customer, even temporarily, is not allowed and may result in tampering fees.

The District has the authority to remove its equipment at any time, including locations where electric service has not been provided for two or more years.

**RIGHT OF ACCESS:** The District, through its authorized employees or representatives, shall have access to its equipment at all times for the purpose of reading meters, pruning or removing trees/vegetation near District equipment, and testing, repairing or replacing, removing or inspecting any equipment owned by the District. If such equipment is so located that locks must be opened to reach it, the District shall be supplied with keys to such locks or, at the District's option, the District will furnish a lock and key to the customer. Should access be denied, the District reserves the right to discontinue electric service. The customer shall be responsible to keep all obstructions such as fences, buildings and foliage so as not to interfere with the District's facilities and easement rights.

**TREE AND VEGETATION MANAGEMENT:** The District will prune all trees and vegetation in proximity to its facilities in a manner consistent with good utility pruning practices. If trees or vegetation on customer property interferes with the operation or maintenance of the District's facilities, the District will prune or remove the trees or vegetation to ensure safe and reliable operation of the District's equipment. Customers may be responsible for damage to the District's

facilities caused by trees or vegetation on their property. To avoid this, customers are encouraged to contact the District for assistance and planting guidelines.

In order to ensure customer safety, under no circumstances should customers trim vegetation around any energized overhead lines, secondary lines, or other equipment without first contacting the District. While customers are responsible for pruning and/or removing trees or vegetation growing into secondary or service lines that go directly to a home or business, as well as any that interfere with the District’s access to underground electrical facilities, the District will disconnect and reconnect services at no cost during regular business hours in order to allow customers to perform this maintenance safely. To schedule this service, customers must contact the District at least two business days in advance.

**FUEL MIX:** Based on 2018 data reported by Benton PUD to the Washington State Department of Commerce. Unspecified sources are Benton PUD’s market purchases when contracted resources are not sufficient to meet load and Benton PUD’s allocation of Bonneville Power Administration’s market purchases. Benton PUD may not know the specific generation resource for its market purchase transactions as counterparties are not required to disclose the specific generation resource at the time of transaction.

Type	WA State Reporting*
Coal	0.0%
Hydroelectric	79.6%
Natural Gas	0.5%
Nuclear	9.8%
Petroleum	0.0%
Solar	0.0%
Wind	5.2%
Other Generation	1.8%
Unspecified Sources	3.1%
TOTAL	100%



FEE SCHEDULE

Business Hours: 8:30 AM – 5:00 PM Monday-Friday  
After-Hours: 5:00 PM – 8:30 AM Monday-Friday, Weekends, Holidays

CONNECT/DISCONNECT SERVICE:

<b>Start Service – Business Hours</b>	\$15
<ul style="list-style-type: none"><li>Excludes customer enrollment in Pay As You Go</li></ul>	
<b>Start Service – After-Hours</b>	\$90
<b>Disconnect for Non-Pay/Installation of Load Limiting Device</b>	\$15
<ul style="list-style-type: none"><li>Disconnect fee applies if reconnect of same account does not occur within 20 calendar days</li></ul>	
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device – Business Hours</b>	\$15
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device – After-Hours, First Instance in 12 Month Period</b>	\$15
<ul style="list-style-type: none"><li>Applies to remote and non-remote meters</li><li>Full reconnect amount paid at time of reconnect</li></ul>	
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device – After-Hours, Multiple Instances in 12 Month Period</b>	\$90
<ul style="list-style-type: none"><li>Applies only to non-remote meters</li><li>Full reconnect amount paid at time of reconnect</li><li>See section on Immediate Service Restore</li></ul>	
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device – After-Hours</b>	\$90
<ul style="list-style-type: none"><li>Applies to remote and non-remote meters</li><li>Reconnect amount paid by noon the next business day</li></ul>	

MISCELLANEOUS:

<b>Advanced Meter Opt Out</b>	\$15/month
Opting out requires monthly manual meter reads	
<b>Appeal Hearing</b>	\$70
Applies when customer fails to attend a scheduled hearing they requested	
<b>Customer Power Outage – Business Hours</b>	No Charge
<b>Customer Power Outage – After-Hours</b>	\$120 or actual cost

<b>Home Energy Tune-Up – First Audit in 12 Month Period</b> Requested investigative audit of home energy use	No charge
<b>Home Energy Tune-Up – Multiple Audits in 12 Month Period</b> Requested investigative audit of home energy use <ul style="list-style-type: none"> <li>First audit during a 12 month period is free of charge; additional audit(s) during a 12 month period may incur a fee</li> </ul>	\$49.95
<b>Late Fee</b> All billings issued by the District are subject to a monthly interest charge <ul style="list-style-type: none"> <li>Excludes billings under the Pay As You Go program</li> </ul>	1% of billing
<b>Load Limiting Device Test – Field Test during Business Hours</b> Applies if device trips due to customer actions	\$50
<b>Load Limiting Device Test – Field Test during After-Hours</b> Applies if device trips due to customer actions	\$200
<b>Meter Tampering/Self Connection</b>	\$300 or actual cost
<b>Meter Test</b> Applies if calibration is within $\pm 0.5\%$ - see section on Meter Testing	\$25
<b>Multi-Tenant Meters – Field Visit</b>	\$250 or actual cost
<b>Returned Payments</b> Check or electronic payment	\$25
<b>Urgent Notice</b>	\$2

# **ENGINEERING: LINE EXTENSION AND FACILITIES CONSTRUCTION POLICY**

**LINE EXTENSION AND FACILITIES CONSTRUCTION POLICY -  
RESOLUTION 2480**

*Effective October 23, 2018*

# **ENGINEERING: LINE EXTENSION AND FACILITIES CONSTRUCTION POLICY**

**1. NEW CONSTRUCTION:** The District will extend its distribution lines to customers who are without service whenever feasible. The determination of "feasibility" will be solely at the District's discretion.

The District will consider its costs, the availability of necessary easements, service area agreements, necessity, and the customer's willingness to guarantee payment to the District of its direct costs to build a line extension when making such determination. The decision to build a line extension overhead or underground is at the discretion of the District and must conform to standard construction practices. The customer's request will be honored whenever practical; however the request is subject to laws, ordinances, franchises, and both physical and geological considerations.

The District will furnish the facilities when upgrading, constructing, or extending facilities required for providing service to a customer. Recovery of the cost for facilities is achieved partially through up-front payments from customers, referred to as contribution-in-aid-to-construction (CIAC), with the balance collected through rate-based revenues or special contract. Contracts are usually limited to large general service, large agricultural irrigation or industrial customers with loads requiring electrical capacity greater than 2,500 kVA.

To establish the customer's CIAC District staff will develop an estimate of the construction cost less any deductions approved by the District's Commission as a line extension credit (LEC) or shared development cost (SDC) allocations. Construction cost estimates include material, equipment, engineering, labor, permits, administration overheads, fringe benefits, service transformers and metering equipment. The District requires CIAC from the customer for all on-site primary distribution facilities installed for the exclusive benefit of the customer along with any share of the costs for off-site facilities determined by the District to be assignable to the customer. On-site refers to a parcel, sub-division, farm or complex. The costs of Core Electric System (CES) facilities including transmission stations and lines, substations, feeders, sub-feeders, circuit breakers, switches, capacitors, voltage regulators and SCADA (remote control and monitoring) equipment are typically not directly attributable to a single development or customer unless: (1) the customer is served under the large agricultural irrigation rate class; (2) the customer meets the District's criteria for classification as an Electricity Intensive Load (EIL); (3) the customer electrical capacity requirement is greater than 2,500 kVA; and/or (4) the customer requires dedicated, multiple, and/or diverse substations or distribution feeders. See paragraphs below for

special conditions pertaining to New Large Service, EIL Service and Large Agricultural Irrigation. Costs not recovered through CIAC for CES facilities are included in the District's overall electric rates or at the District's discretion may be recovered through a special contract. Lines along public rights-of-way that conform to the District's long term planning may be considered as CES sub-feeders and excluded from the CIAC.

The District reserves the right to require a deposit when a request for electrical capacity is associated with speculative development, EIL development and/or development that requires non-routine analysis and design. The deposit may include estimated costs for District staff and/or consulting engineering labor required to perform transmission and/or distribution system analysis, facilities design and cost estimating. The District will provide estimated labor costs along with a written scope of work and schedule to customers from whom a deposit is requested and will open a work order to document actual expenses incurred. Additional contributions to the deposit amount may be required in the event actual expenses exceed initial estimates. At the District's discretion up to 100% of the deposit amount may be applied toward the customer's CIAC if the request for capacity results in actual interconnection of the customer's electrical load. Customers who pay a deposit but do not interconnect their proposed electrical load will receive a refund of the deposit balance less any incurred District and/or consulting engineering costs.

### **Line Extension Credit**

The Line Extension Credit (LEC) is determined using a methodology based on revenue and cost information from the District's cost-of-service analysis (COSA). The COSA is the basis for the District's electric rates and is updated periodically as needed. Rather than a specific dollar amount, the LEC is in the form of equipment and materials along with associated labor that is furnished by the District at no up-front cost to the customer.

The current LEC for *Residential* construction is defined as the District providing all necessary secondary service equipment, except the self-contained meter base and service conduit, in order to furnish a new residential electrical service. Specifically, the District will install the following facilities at no cost to a new single-phase, 200-amp thru 600-amp residential customer:

- A. Service transformer
- B. Service conductors
- C. Pre-wired CT meter base
- D. Any required meter or clearance pole for overhead services
- E. Revenue meter

Note: There is no LEC allowance for unmetered electric service.

The current LEC for other than Residential construction is defined as the District installing the following facilities at no cost to a new customer:

- A. Service transformer (see note below)
- B. Service conductors for services with self-contained meter bases
- C. Pre-wired CT meter base
- D. Revenue meter

Note: The service transformer LEC is limited to one unit meeting the requirements of Section 5 below (DELIVERY PHASE AND VOLTAGE) and rated no more than 2,500 kVA per delivery point. Customer requests for multiple delivery points to a common electrical service location required to meet high reliability or operational flexibility requirements or requests for transformers rated greater than 2,500 kVA will be evaluated on a case-by-case basis to determine the applicable LEC amount.

### **Shared Development Cost**

A customer's contribution-in-aid-to-construction (CIAC) payment for a new primary distribution line needed for meeting a request for electric service may be reduced by equally sharing the total estimated cost of construction for the mutually beneficial portion of the line between the property for which service is being requested and adjacent or nearby properties that will likely receive service from the new line in the future and which are not owned by the customer requesting electric service. Shared development cost (SDC) allocations will be determined by dividing the estimated total cost of construction of the mutually beneficial portion of the new primary distribution line by the number of properties the District determines will benefit from this portion of the line in the near and long terms. Reduction of a customer's CIAC payment by the application of SDC allocations is at the District's discretion and normally will only apply to customers requesting electric service to individual primary residences or businesses on a single lot. SDC allocations do not apply to developers of housing subdivisions or commercial lands or properties.

SDC allocation amounts will be recorded as an attribute in the District's geographical information system (GIS) for use in determining the estimated total cost to establish electric service on the property for which an SDC allocation has occurred. In the event the District's distribution lines and related facilities have changed since the original SDC allocation was made and service to a property would be better accomplished by connecting to an alternative primary line, the SDC allocation amount may be waived by the District.

### **Fee Collection**

Fees collected will be the estimated actual development costs. The fees are in effect for 6 months from the date of the estimate. If the fees have not been paid within 6 months they will be re-calculated. If the fees are paid within 6 months,

the electric facilities must be installed within one year from the original date of the estimate. Additionally, if fees remain unpaid and work has not been completed within the one-year requirement, the job will be voided. Once the one-year requirement has been exceeded the customer must re-submit plans for District review.

At Benton PUD's discretion, the CIAC may be collected by payment in cash, special power sales contract, or by a Line Extension Contract.

### **New Large Service and/or Electrical Capacity Greater than 2,500 kVA not including Large Agricultural Irrigation**

When the customer's electrical capacity requirement is greater than 2,500 kVA and it has been determined by the District that new or upgraded CES facilities are needed to meet the service request, the customer will be required to pay CIAC to cover a share of the cost of the required CES facilities. The basis for determining the capacity requirements of CES facility additions will be District determined system planning criteria and equipment loading margins which are included in the most recent Plan of Service Study adopted by Commission resolution along with the most current applicable Transmission System Study.

The CIAC amount will generally be determined as the ratio of the customer's capacity requirement to the installed CES capacity multiplied by the total cost of the CES facilities. When the CES facilities are determined by the District to be for the exclusive benefit of the customer, the customer shall be responsible for 100% of the initial CES facilities costs regardless of the pro rata capacity calculation. When incremental capacity exists due to differences between CES industry standard facility ratings and the customer's capacity request and this incremental capacity is later made available to an additional District customer, a proportionate amount of the 100% CIAC paid by the original customer may be refunded at the District's discretion. When customer requests for capacity result in replacements or upgrades to existing CES facilities, the District will apply salvage credits to the CIAC calculation where CES facilities have not reached the end of their useful life.

The costs for replacement of CES facilities due to failure or when facilities have reached the end of their useful life will be covered by the District. In addition, the initial and replacement costs associated with supervisory control and data acquisition (SCADA) system equipment will normally be covered by the District.

### **Electricity Intensive Load (EIL) Service**

Requests for electrical capacity by customers who have been determined by the District to meet the criteria for an Electricity Intensive Load (EIL), regardless of load size, may be required to pay a CIAC up to 100% of the cost of new or upgraded CES facilities which the District determines are needed to meet the service request.

The general basis for determining capacity requirements of CES facility additions needed to accommodate EIL interconnection will be District determined system planning criteria and equipment loading margins which are included in the most recent Plan of Service Study adopted by Commission resolution along with the most current applicable Transmission System Study. The District will apply additional planning criteria for EIL customer interconnections in order to minimize the risk of stranded distribution facility investments and associated cost shifts to non EIL customers. These additional planning criteria may result in CIAC amounts that vary significantly with the geographical location of the proposed EIL customer location.

Additional criteria will include a determination of the probability of future other development in areas associated with distribution facilities being assessed for EIL customer interconnection along with maintaining additional planning margins for normal and contingency loading of distribution facilities above what is standard. The District reserves the right to set maximum EIL customer penetration levels for specific distribution facilities based on District determined capacity reserves allocated for non EIL customer development.

In locations where EIL customer initiated CES additions or upgrades have been determined by the District to benefit other existing or future customers, the CIAC amount paid by an EIL customer will generally be determined as the ratio of the EIL customer's capacity requirement to the installed CES capacity multiplied by the total cost of the CES facilities. When the CES facilities required to meet an EIL customer interconnection are determined by the District to represent little or no benefit to other customers and a risk of stranded distribution facility assets, the EIL customer shall be responsible for 100% of the CES facilities costs regardless of the pro rata capacity calculation. When incremental capacity exists due to differences between CES industry standard facility ratings and the customer's capacity request and this incremental capacity is later made available to an additional District customer, a proportionate amount of the 100% CIAC paid by the original customer may be refunded at the District's discretion. When customer requests for capacity result in replacements or upgrades to existing CES facilities, the District will apply salvage credits to the CIAC calculation where CES facilities have not reached the end of their useful life.

### **Large Agricultural Irrigation**

Large agricultural irrigation (LAI) customers for whom the District owns and operates electrical facilities (Distribution Facilities) generally dedicated for the exclusive benefit of customer are responsible for 100% of the initial and upgrade costs of feeders, sub-feeders, circuit breakers, switches, capacitor and voltage regulators required to meet the LAI customer's electrical capacity requirements. The basis for determining the need for new or upgraded Distribution Facilities shall



be District determined system planning criteria and equipment loading margins (Criteria) which are included in the most recent LAI Plan of Service study completed for each customer. The Criteria will be approved by the District's Direct of Engineering and will generally follow requirements established in the District's Plan of Service Study adopted by Commission resolution.

When the customer's electrical capacity requirements have been determined by the District to require new or upgraded transmission and/or substation (T&S Facilities), the customer will be required to pay CIAC to cover a share of the cost of the required T&S Facilities. The basis for determining the capacity requirements of T&S Facility additions will be District determined system planning criteria and equipment loading margins which are included in the most recent Plan of Service Study adopted by Commission resolution along with the most current applicable Transmission System Study. Step-up transformers, circuit breakers and voltage regulation equipment installed at the source terminal of the main distribution feeder are considered to be substation equipment regardless of the installed location.

The CIAC amount for T&S Facilities will generally be determined as the ratio of the customer's capacity requirement to the installed T&S Facilities capacity multiplied by the total cost of the T&S Facilities. When the required T&S Facilities are determined by the District to benefit more than one customer, each customer's CIAC will generally be determined through a pro rata calculation using the customer's capacity requirement as the numerator and the installed T&S Facilities capacity as the denominator. When the T&S facilities are determined by the District to be for the exclusive benefit of the customer, the customer shall be responsible for 100% of the initial T&S Facilities costs regardless of the pro rata capacity calculation. When incremental capacity exists due to differences between T&S Facilities industry standard capacity ratings and the customer's capacity request and this incremental capacity is later made available to an additional District customer, a proportionate amount of the 100% CIAC paid by the original customer may be refunded at the District's discretion. When requests for capacity result in the need to upgrade existing T&S Facilities, the District will apply salvage credits to CIAC calculations when T&S Facilities have not reached the end of their useful life.

The costs of replacement of T&S and Distribution Facilities due to failure or when Facilities have reached the end of their useful life will be covered by the District. In addition, the initial and replacement costs associated with supervisory control and data acquisition (SCADA) system equipment will normally be covered by the District.

If customer funding of District recommended T&S or Distribution Facilities additions or upgrades is not secured in advance of construction or through an approved contract, the District may require the customer to sign an

indemnification agreement releasing the District from liability for damages resulting from failure to install recommended additions and/or upgrades.

**2. ADDITIONAL LOAD:** In the event a customer desires to alter load significantly, the customer shall notify the District sufficiently in advance so that the District may, if economically feasible, provide the facilities required. In the event that the customer fails to notify the District, and as a result the District's equipment is damaged, the customer may be liable for the cost to repair the damage.

**3. APPLICATION FOR NEW SERVICE OR CHANGES TO EXISTING SERVICES:**

*See Customer Service Policies: General Application for New Service.*

**4. RIGHT OF ACCESS:** The District, through its authorized employees or representatives, shall have access to its equipment at all times and to the customer's land for the purpose of surveying, data collection, staking and construction of the proposed project. Where access is required and locks must be opened to gain access, the District shall be supplied with keys to such locks or, another mutually agreeable means of access shall be provided to the District.

**5. DELIVERY PHASE AND VOLTAGE:** All electric service shall be alternating current, 60 hertz. Standard secondary delivery voltages are: Single-phase - 120/240 volt. Three-phase - 120/208 volt wye, 277/480 volt wye, 120/240 volt delta, 240/480 volt delta, as approved by the District. Service will be provided at the requested voltage only if appropriate distribution facilities exist with which to provide this voltage. 120/208 volt wye and 277/480 volt wye service voltage will be the only voltages available from three-phase pad mounted transformers or in areas served by underground distribution facilities. Only a single voltage will be delivered to a facility by the District unless the load is so great that a standard transformer or transformer bank is not adequate to serve the load. If additional voltages are required, the customer will reimburse the District actual cost for the added facility, including the cost of the transformer. Exceptions to these requirements are subject to District approval.

In general, delivery voltages and phases will be those presently available at the point service is desired and, if other phases or voltages are necessary, the cost will be computed in accordance with *Section 1, New Construction, of this Policy.*

In general, motor loads up to and including 7½ horsepower may be served at 240 volts single-phase. Three-phase motors of 7 ½ to 15 horsepower inclusive, may be served at 240 volts v-phase or three-phase from overhead systems and 208 volts three-phase from underground systems. Motor loads of 15 horsepower or larger will normally be served at 480 volts three-phase. In the case of large loads, power may be delivered at other voltages approved by the District.

The District may refuse to serve loads of a character seriously detrimental to other customers and in cases where motor starting would result in excessive voltage disturbances to the District's system, the District may require customers to install corrective equipment.

Frequency and service voltage ratings are nominal values.

**6. POINT OF DELIVERY:** Point of delivery is that point where facilities of the customer and District are connected. All equipment on the load side of the point of delivery shall belong to and be the responsibility of the customer, except meters and metering equipment and other equipment provided by the District.

The customer, or the customer's electrical contractor, shall be responsible to advise the District of service requirements in advance of installing the service entrance equipment, and to determine that the location is acceptable to the District. If the customer does not consult the District or does not install the equipment as directed, the District may reject the installation and require the customer to correct or relocate the service entrance equipment.

The customer shall furnish and install a District-approved meter socket for the installation of the District's metering equipment. If instrument transformers are required, a suitable location, a mounting provision, and an enclosure shall be provided for such installations as agreed to by the District. Prewired meter bases are furnished by the District and installed by the customer. The customer shall furnish connecting conduit between the instrument transformers and the meter socket for which the District will furnish and install the meters and connecting wiring.

**7. METER LOCATIONS:** Meters shall be installed on or near the exterior front of a residential or farm building, or in some cases they may be installed on meter poles. All installations must be approved by the District and shall be installed in accordance with the District's engineering standards.

Meters shall not be installed in places difficult to access, such as over open pits, near moving machinery, hatchways, in the path of water from eaves or rain spouts, or subject to live steam or corrosive vapors. It shall be the responsibility of the customer to maintain a clear space in front of and to the sides of the meter, as per District specifications, which are available upon request.

**8. PHASE BALANCE:** Except in the case of three-phase four-wire delta service, the current taken by each wire of a three-phase service shall be reasonably balanced at times of maximum or near maximum load.

**9. DISTURBANCES CAUSED BY CUSTOMER'S EQUIPMENT:** Electric service shall not be used in such a manner as to cause severe disturbances or voltage

fluctuations to other customers or to District equipment. If a customer uses equipment that disrupts the service of other customers or the District, the customer will be required, at their own expense, to install equipment to correct the problem. Examples of possible disruptive equipment are: welders, pipe thawing equipment, resistance heating equipment, large motor starting, or equipment with harmonic content.

**10. CUSTOMER'S WIRING AND EQUIPMENT:** The customer shall be responsible to provide suitable protective equipment such as fuses, circuit breakers and relays to adequately protect the customer's equipment against over current, under-voltage or over-voltage conditions. If three-phase service is provided, it shall be the customer's responsibility to protect against phase failure and imbalance. The District will take all reasonable precautions to prevent phase failure or abnormal voltage variation; however, it cannot guarantee that such conditions may not occur due to circumstances beyond its control.

The customer's electric facilities shall be installed and maintained in accordance with applicable local and state wiring codes and have been inspected by the Washington State Department of Labor and Industries Electrical Inspector or other agencies approved by Federal or State regulations.

The District reserves the right to refuse or discontinue service to the customer's equipment or wiring when, in the District's opinion, the customer's equipment or wiring is in a hazardous condition or does not conform with applicable codes and local regulations. The customer shall be solely responsible for the maintenance and safety of the wiring and equipment, and the District shall not in any way be liable for accidents or damages experienced by the customer or to third parties because of contact with, or failure of, any portion of the customer's installation.

**11. SEPARATE METER FOR EACH CLASS OF SERVICE:** A customer that wishes to use electricity for purposes classified under different rates, must provide equipment for a meter for each rate class used. The electricity supplied must be measured and billed under the appropriate rate schedule.

**12. TEMPORARY SERVICE:** Un-metered temporary service is normally rendered for light construction and power tools. Metered temporary service may be provided to traveling shows, public event displays, pumps, recreational vehicles, job shacks, or similar classified loads.

The customer must provide a suitable meter pole or other structure with service entrance conduit, meter socket and protective devices as required. The District shall determine if the temporary service will be metered or unmetered.

The fee for unmetered temporary service is \$200 for a maximum of 120 days, which includes energy. At the end of 120 days, the temporary service will be

automatically disconnected unless a request has been made for extended service. Each request requires a \$125 renewal fee that provides for an additional 120-day period.

The fee for metered temporary service is \$125. The energy will be billed per the applicable rate schedule in effect at the time.

The above fees apply only to services where the District has electrical facilities of suitable capacity and voltage, and the service requires only a simple service drop or lateral. Where additional equipment is required, the District will be reimbursed in advance for all actual installation and removal costs to provide the temporary service. A standard temporary service requires that the pole or other structure be set not more than 5 feet from a pad mount transformer, and 50 feet from a pole mounted transformer. Temporary service shall be rendered for a maximum period of one year unless otherwise authorized by the District.

When a transformer, hand hole or pedestal does not exist on either side of the property in close proximity to the location where temporary service is desired, the customer will be responsible to install additional equipment as specified by the District's Engineering Department.

NOTE: Temporary services connections are only available to requestors who have no delinquent accounts with the District. *See Customer Service Policies for Billing, Payment and Credit and Collections Information.*

**13. UNDERGROUND SERVICE:** The District will provide underground service facilities subject to the following:

- A. It shall be feasible and practical as determined by the District.
- B. Fees may be assessed. *See Section 1, New Construction, of this Policy, for application of line extension credit and contribution-in-aid-to-construction.*
- C. The District may require the customer to execute a contract wherein special conditions applicable to the development are stipulated.
- D. Service to customers located in underground service areas will be with underground laterals only. Overhead service will not be provided and the customer is required to install service equipment that will receive underground service.

**14. CONVERSION OF OVERHEAD TO UNDERGROUND SERVICE:** Replacement of overhead facilities with underground facilities may be done under the following conditions:

- A. It shall be feasible and practical as determined by the District.
- B. The District must have assurance that all affected customers will cooperate in the conversion project. The District shall determine in each case the scope and cost of the project.

- C. The District may require reimbursement for the remaining life of the existing overhead facilities to be removed, plus removal costs less salvage value. In addition to this, the District may require a CIAC to offset the cost of the underground installation.
- D. The customer is responsible for all costs of altering customer-owned service entrance equipment to receive underground service.
- E. The District may require the customer to enter into a contract that defines any special conditions that apply to a specific project.

**15. ALTERING SERVICES:** Alterations to existing services will be handled on a case-by-case basis generally using CIAC estimating methods and line-extension credits in force at the time of the request. Alterations for the convenience of the customer will typically require CIAC from the customer to cover labor and material costs to relocate and/or replace facilities with no or a reduced line extension credit applied. The customer's CIAC may be reduced at the District's discretion where the alteration provides a demonstrated cost benefit to the District's ongoing operations and/or maintenance of the facilities or is a result of a significant increase in the customer's electrical load. Load increases must be supported by information provided by the customer and satisfactory to the District which describes the amount and characteristics of the new load. Generally, alterations associated with significant load increases will be treated like a request for a new service unless the alteration occurs at a time within the District's capital cost recovery period for the type of service being considered; in which case pro-rated charges may apply. Cost recovery periods are generally 7 years for residential class services and 5 years for all other classes with the exception of large general-service and industrial which are handled on a case-by-case basis.

**16. METER AND CLEARANCE POLE:** Meter and clearance poles will be furnished for customers when required. *See Section 1. New Construction, of this Policy, for application of line extension credit and contribution-in-aid-to-construction.*

**17. NON-STANDARD SERVICE:** The customer shall pay, in advance, the cost of any special installation necessary to meet requirements for service other than required by standard utility practice.

**18. RELOCATION OF EXISTING FACILITIES AT CUSTOMER'S REQUEST:** In the event a customer requests relocation of the District's equipment for any reason (e.g., new driveway, change of grade, relocation of service entrances, etc.) the District will do so, provided in the opinion of the District, the relocation is feasible and the customer agrees to pay the District either a fixed fee established by the District or the actual costs, provided actual costs shall not be 25% greater than the District's estimate.

**19. RECREATIONAL VEHICLE PARKS:** The District will provide service to Recreational Vehicles (RV) in parks, at residential rates, under the following conditions:

- A. The park owner will furnish and install a wiring system connecting the point of delivery with each space. The wiring system shall be installed according to applicable codes and be of adequate capacity to maintain standard voltage to each space.
- B. The District will not be obligated to provide direct service to any RV located in the park.
- C. Electric service to the park's joint-tenant use facilities must be separately metered and billed on the appropriate rate schedule.

**20. SECURITY LIGHTS:** The District may, where Benton PUD has facilities or in publicly accessible locations, install security lighting facilities. *See Retail Rate Schedules: Security Lighting for terms and rates.*

**21. CANCELLATION OF A SECURITY LIGHT SERVICE BY A CUSTOMER:** If a customer who has entered into a long-term agreement for service desires to discontinue such service, the customer may:

- A. Continue to pay the total monthly billing for the remainder of the three-year period described in the rate schedule.
- B. Pay to the District, at the time of cancellation, a Security Light Removal Charge of \$150, if the light has been installed for less than 3 years, unless another customer shall immediately assume the obligation for the balance of the three-year period.
- C. If the light has been in service more than 3 years there is no Removal Charge.

If an existing contract contains terms and conditions for cancellation, then these terms and conditions shall prevail over provisions of this paragraph.

**22. STREET LIGHTS:** The District may, when conditions warrant, install street lighting facilities. Customer-owned streetlights shall not be installed on District-owned poles unless approved, installed, and maintained by the District.

**23. DIRECT-BURIED SERVICE CABLE REPAIR/REPLACEMENT:** When an interruption of a customer's electric service occurs due to the failure of District-owned direct-buried low-voltage service cables located on a customer's premise, repairs will be made at no cost to the customer when feasible. When repair is no longer desired by the customer or the District has determined repair is no longer feasible, the existing service will be abandoned in place and a new service will be established with service cables installed in conduit. To allow time for constructing a new service the District will provide a temporary above-ground service for up to 15 days. The customer shall be responsible for arranging for and completing all work necessary for providing a trench for conduit meeting the District's construction

standards. The District will provide a payment to the customer to offset trenching and landscape restoration expenses in the amount of \$16 per foot up to a maximum of \$1,000 and will provide and install conduit and service cables at no cost to the customer.

**24. OTHER FEES:**

- A. The District will make 1 engineering visit, and 1 operations crew visit to a customer's site at no charge. Each additional visit necessitated by customer actions may result in a fee of \$75 or actual cost, whichever is greater, being charged to the customer.
  - The District will develop the initial electrical distribution system design, per a Developer's instructions, for a subdivision or plat at no charge.
  - The customer may be assessed a charge of \$75 per hour to make corrections if the design is modified within 6 months of initial design.
- B. When a customer requests the District relinquish or relocate an easement for a customer's convenience, and the work is not associated with a current District construction project, the District will charge the customer \$200 to help offset the cost of the estimated 5-6 hours of staff time and recording fees required to process the request.
- C. Fees for pre-approved after-hours connects/disconnects:
  - 1-person (2-hour minimum) \$225, each additional hour is \$115
  - 2-person (2-hour minimum) \$420, each additional hour is \$210
- D. Fees for pre-approved after-hours construction of Engineered projects:
  - 3-person crew (foreman & 2 linemen) per hour \$185
  - 4-person crew (foreman & 3 linemen) Per hour \$245
- E. Road Crossings (customer portion in existing roadways): Contact District Engineering Department at 509 582-1230