



**AGENDA**  
**BENTON COUNTY PUBLIC UTILITY DISTRICT NO. 1**  
**REGULAR COMMISSION MEETING**

Tuesday, March 10, 2026, 9:00 AM  
2721 West 10<sup>th</sup> Avenue, Kennewick, WA

**The meeting is also available via MS Teams**  
**The conference call line (audio only) is:**  
**1-323-553-2644; Conference ID: 359 861 969#**

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Agenda Review**

**4. Public Comment**

*(Individuals desiring to provide public comment during the meeting on items relating to District business, whether in person or remotely will be recognized by the Commission President and provided an opportunity to speak. Comments are limited to five minutes. Public Comment can also be sent to the Clerk of the Board in advance of the meeting at [commission@bentonpud.org](mailto:commission@bentonpud.org). Guidelines for Public Participation can be found on the Benton PUD District website at <https://www.bentonpud.org/About/Commission/Meeting-Agendas-Minutes>.)*

**5. Treasurer’s Report**

pg. 3

**6. Approval of Consent Agenda**

*(All matters listed within the Consent Agenda have been distributed to each member of the Commission for reading and study, are routine, and will be enacted by one motion of the Commission with no separate discussion. If separate discussion is desired by any member of the Commission, that item will be removed from the Consent Agenda and placed on the Regular Agenda by request.)*

Executive Administration

- Minutes of Regular Commission Meeting of February 10, 2026 pg. 7
- Travel Report dated March 10, 2026 pg. 15
- Annual Travel Report dated March 10, 2026 (2<sup>nd</sup> Updated) pg. 17

Finance

- Vouchers dated March 10, 2026 pg. 18

Human Resources

- Amending the Merit-Based Salary Administration Plan – Resolution No. 2722 pg. 58

Operations/Engineering

- Work Order #748776 – Highland Village Apartments – Cable Replacement pg. 67
- Work Order #750763 – W. 19<sup>th</sup> Ave. & S. Olympia St. - Cable Replacement pg. 69
- Work Order #759846 – Game Farm Rd. & Whitney Rd. – Cable Replacement pg. 71
- Work Order #760511 – Bermuda Rd. & E. Valencia Dr. – Cable Replacement pg. 73

Procurement

- j. Completion/Acceptance of Contract #22-32-02 – Boyd’s Tree Service pg. 75
- k. Contract Award - National Auto Fleet Group – (2) 2026 Ford Super Duty F-350 Trucks - Contract # 26-32-01 (WA State DES Contract #13022) pg. 77

**7. Management Report**

**8. Business Agenda**

- a. Work Order #718357/American Rock Line Extension/US-397/I-82 - E. Edwards pg. 84
- b. Work Order #762541/Cardenas - Underground Electric Facilities – E. Edwards pg. 86
- c. Work Order #761762/Sunheaven (Hartley) North of Booster 4 – E. Edwards pg. 88
- d. Amendment to Customer Service Policies – Resolution No. 2720 – K. Mercer pg. 90

**9. Other Business**

**10. Future Planning**

**11. Meeting Reports**

**12. Executive Session**

- a. Review Performance of Public Employee
- b. Closed Session – Union Negotiations

**13. Adjournment**

*(To request an accommodation to attend a commission meeting due to a disability, contact [dunlapk@bentonpud.org](mailto:dunlapk@bentonpud.org) or call (509) 582-1270, and the District will make every effort to reasonably accommodate identified needs.)*

**PUBLIC UTILITY DISTRICT NO. 1 OF BENTON CO., WA.**

**TREASURER'S REPORT TO COMMISSION FOR FEBRUARY 2026**

Mar 2, 2026

Final

**REVENUE FUND:**

	RECEIPTS	DISBURSEMENTS	BALANCE
<b>02/01/26 Cash Balance</b>			<b>\$ 3,317,238.65</b>
Collections	\$ 12,528,551.59		
Bank Interest Earned	4,342.97		
Investments Matured	9,008,285.77		
Miscellaneous - BAB's Subsidy	-		
Transfer from Debt Service Fund	-		
EFT Taxes		\$ 3,869,666.44	
Checks Paid		519,492.37	
Debt Service to Unrestricted		-	
Debt Service to Restricted		508,285.77	
Investments Purchased		6,602,549.19	
Deferred Compensation		197,859.40	
Department of Retirement Systems		167,784.18	
Purchase Inv		-	
Special Fund-Construction Funds		-	
Purchased Power		5,323,652.29	
Direct Deposit - Payroll & AP		4,519,808.32	
Credit Card Fees		36,481.72	
Miscellaneous		-	
Sub-total	\$ 21,541,180.33	\$ 21,745,579.68	
<b>02/28/26 Cash Balance</b>			<b>\$ 3,112,839.30</b>

Investment Activity	Balance 02/01/26	Purchased	Matured	LGIP Interest	Balance 02/28/26
	\$47,290,925.36	7,008,285.77	9,008,285.77	\$102,549.19	\$45,393,474.55

Check Activity	Balance 02/01/26	Issued	Redeemed	Cancelled*	Balance 02/28/26
	\$399,180.18	\$423,081.42	\$519,492.37	\$770.55	\$301,998.68

Unrestricted Reserves:	02/01/26	02/28/26	Change
Minimum Operating Reserves (90 DCOH) Incl. RSA <sup>(1)</sup>	\$ 33,570,720.00	\$ 33,570,720.00	\$ -
Designated Reserves (Customer Deposits Account)	1,900,000.00	1,900,000.00	-
Designated Reserves (Power Market Volatility Account)	5,000,000.00	5,000,000.00	-
Designated Reserves (Special Capital Account)	10,766,308.29	4,986,027.87	(5,780,280.42)
Undesignated Reserves (Climate Commitment Act)	3,626,558.84	3,626,558.84	-
Undesignated Reserves (DCOH -6 days) <sup>(2)</sup>	(5,780,280.42)	(2,610,135.93)	3,170,144.49
<b>Unrestricted Reserves Total</b>	<b>\$ 49,083,306.71</b>	<b>\$ 46,473,170.78</b>	<b>\$ (2,610,135.93)</b>
DCOH - Beginning and Ending of Month	132	125	
DCOH - Year-end Projection (Unrestricted \$53.0M)	142	142	
DCOH - Year-end Projection (Construction \$10.0M)	27	27	
<b>Restricted Reserves:</b>			
Bond Redemption Accounts	1,524,857.31	2,033,143.08	508,285.77
Construction Account	0.00	0.00	-
<b>Restricted Reserves Total</b>	<b>1,524,857.31</b>	<b>2,033,143.08</b>	<b>508,285.77</b>
<b>TOTAL RESERVES</b>	<b>\$ 50,608,164.02</b>	<b>\$ 48,506,313.86</b>	<b>\$ (2,101,850.16)</b>

(1) RSA (Rate Stabilization Account): \$7,500,000.00

(2) Undesignated Reserves are periodically reviewed to reallocate to the Designated Reserve accounts

Prepared by: Keith Mercer  
Keith Mercer, Treasurer

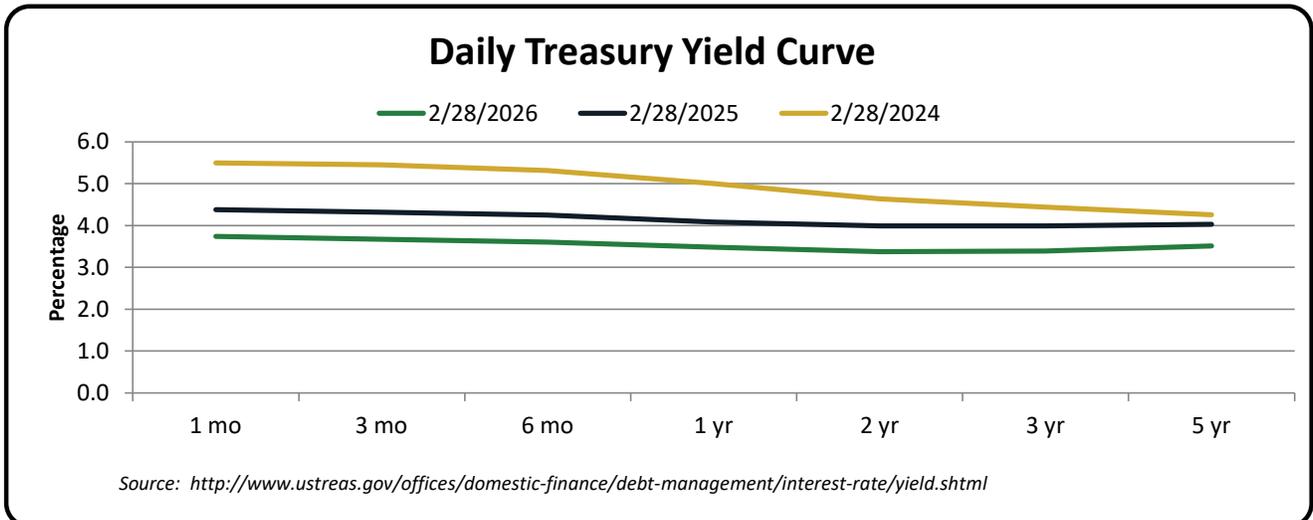
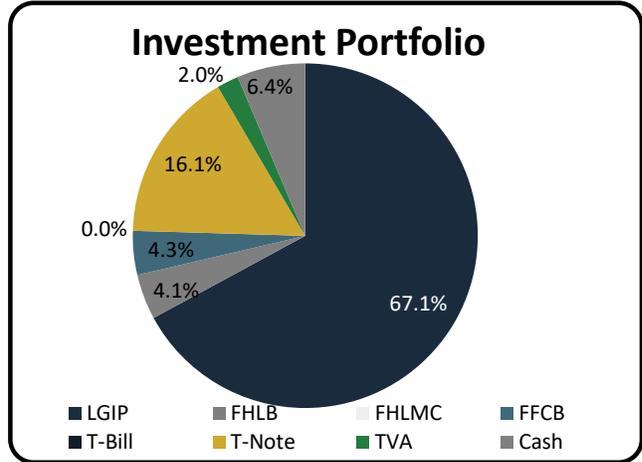
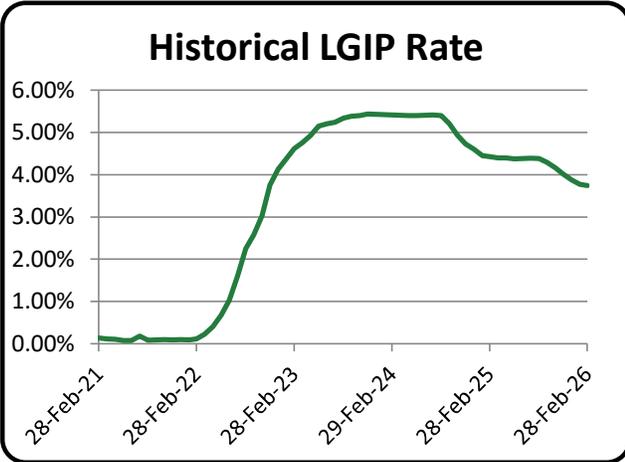
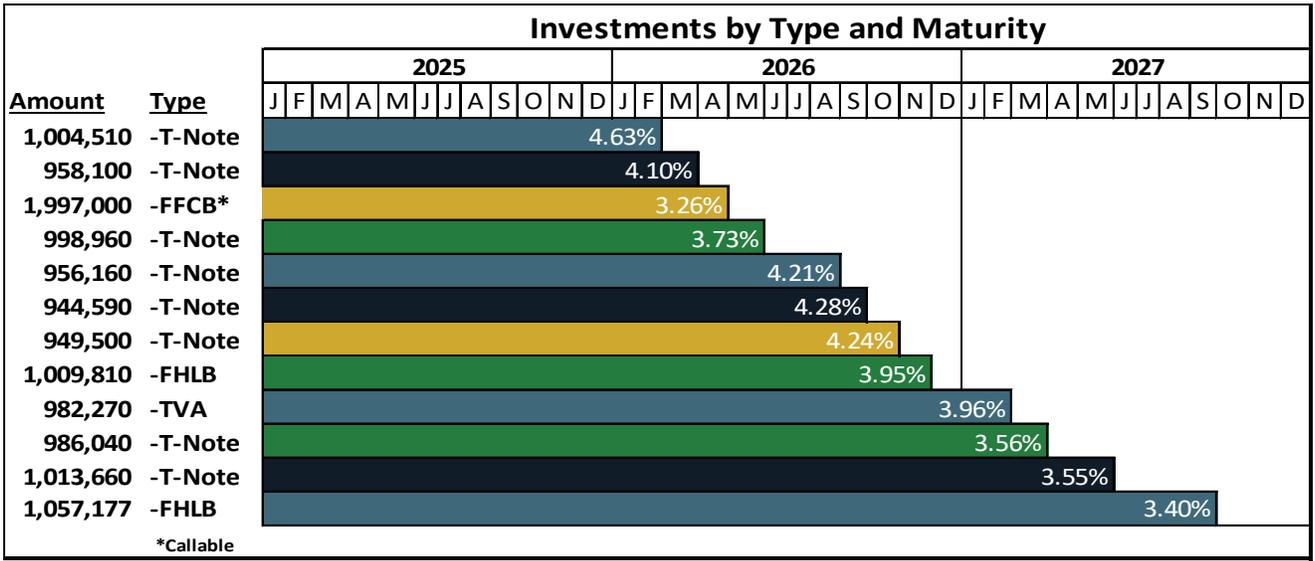
Certified by: Jon Meyer  
Jon Meyer, Auditor

# CASH & INVESTMENTS SUMMARY

as of February 28, 2026

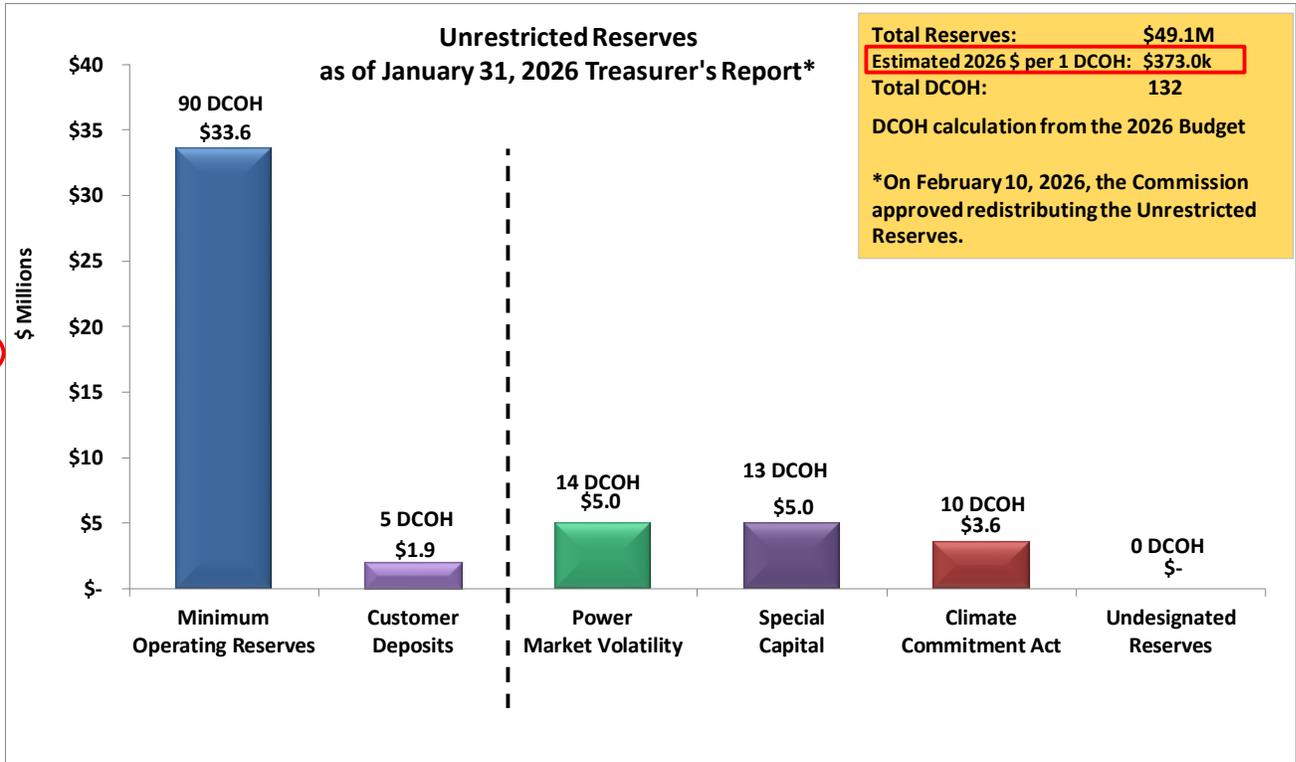
<b>Average Days to Maturity</b>	<b>61</b>	Investments see below*	12,857,777
		LGIP**	32,535,699
<b>Average Weighted Yield</b>	<b>3.772%</b>	<b>TOTAL INVESTMENTS</b>	<b>45,393,475</b>
		<b>CASH</b>	<b>3,112,839</b>
		<b>TOTAL CASH &amp; INVESTMENTS</b>	<b>\$ 48,506,315</b>

\* Held in custody at Principal Financial Group  
 \*\* Local Government Investment Pool

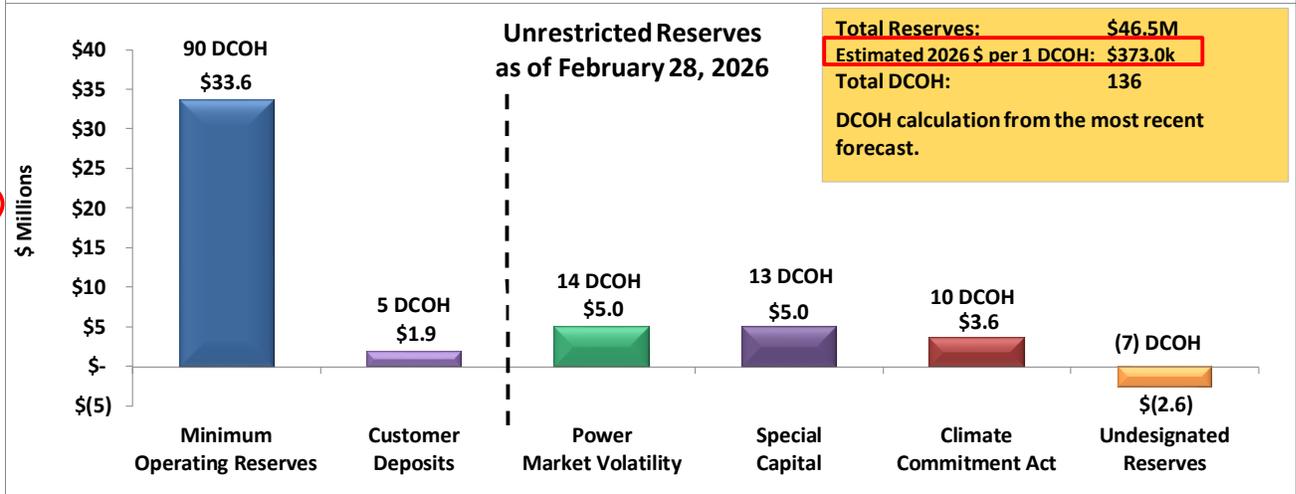


# Unrestricted Reserves and Days Cash on Hand (DCOH)

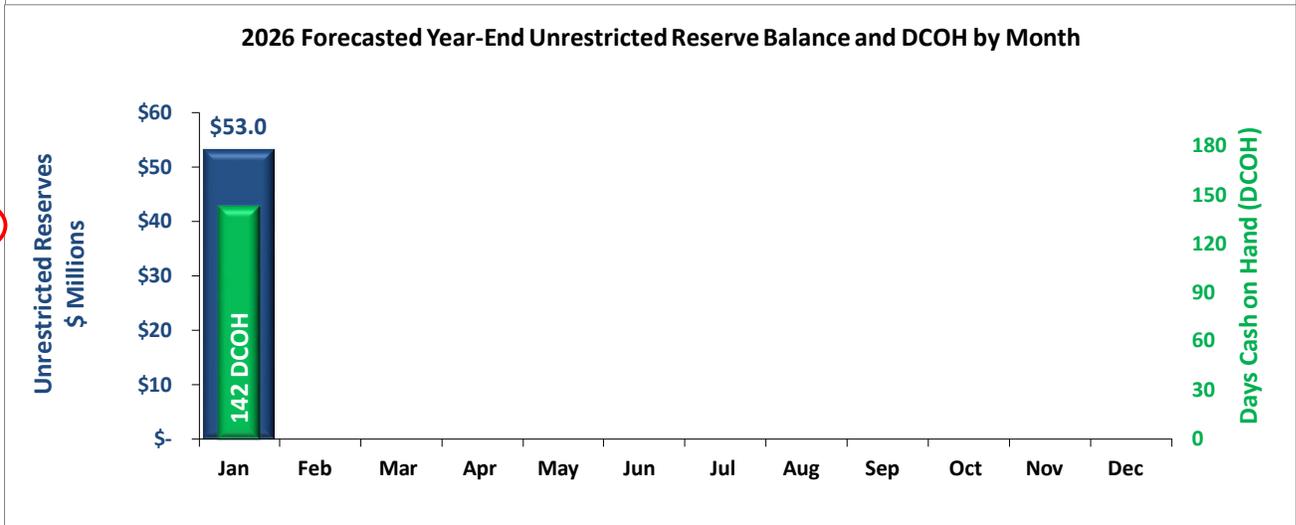
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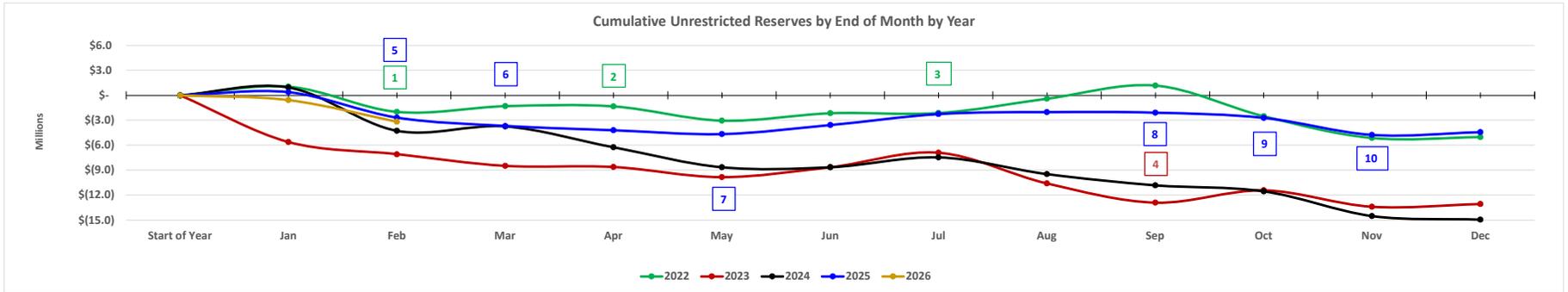


#2



#3





Note: Any money disbursed for a bid guarantee, received from the Climate Commitment Act auction proceeds, or received from issuing bonds was removed for comparison purposes (i.e. 2023 bond issue).

Other Notable Information:

Weather can play a major factor with customer loads (retail revenue) that can ultimately increase or decrease the District's Unrestricted Reserves.

1. (2022 - February) Adjusted balance down ~\$6.3 million for January BPA invoices that were paid in March due to timing of when the invoices were issued. These invoices are typically paid in February.
2. (2022 - April) Adjusted balance down ~\$5.7 million for March BPA invoices that were paid in May due to timing of when the invoices were issued. These invoices are typically paid in April.
3. (2022 - July) Adjusted balance down ~\$4.3 million for June BPA Power invoice that was paid in August due to timing of when the invoice was issued. This invoice is typically paid in July.
4. (2023 - September) Adjusted balance down ~\$5.3 million for August BPA power and transmission invoices that were paid in October due to timing of when the invoice was issued. These invoice would typically pay in September.
5. (2025 - February) Adjusted balance down ~\$5.3 million for January BPA Invoices that were paid in March due to timing of when the invoices were issued. These invoices are typically paid in February.
6. (2025 - March) Adjusted balance down ~\$6.5 million for February BPA Invoices that were paid in April due to timing of when the invoices were issued. These invoices are typically paid in March.
7. (2025 - May) Adjusted balance down ~\$5.4 million for April BPA Invoices that were paid in June due to timing of when the invoices were issued. These invoices are typically paid in May.
8. (2025 - September) Adjusted balance down ~\$10.0 million for August BPA invoices that were paid in October due to timing of when the invoice was issued. These invoices are typically paid in September.
9. (2025 - October) Adjusted balance down ~\$7.2 million for September BPA invoices that were paid in November due to timing of when the invoice was issued. These invoices are typically paid in October.
10. (2025 - November) Adjusted balance down ~\$5.5 million for October BPA invoices that were paid in December due to timing of when the invoice was issued. These invoices are typically paid in November.

## MINUTES

### **PUBLIC UTILITY DISTRICT NO. 1 OF BENTON COUNTY REGULAR COMMISSION MEETING**

Date: February 10, 2026

Time: 9:00 a.m.

Place: 2721 West 10<sup>th</sup> Avenue, Kennewick, Washington

**Present:** Commissioner Jeff Hall, President  
Commissioner Lori Kays-Sanders, Vice-President  
Commissioner Mike Massey, Secretary  
General Manager Rick Dunn  
Senior Director of Finance & Executive Administration Jon Meyer  
Assistant General Manager/Sr. Director Engineering & Operations Steve Hunter  
Director of Power Management Chris Johnson  
Director of IT & Broadband Services Chris Folta  
Director of Customer Service and Treasury Keith Mercer  
Supv. of Executive Administration/Clerk of the Board Cami McKenzie  
Records Program Administrator II Nykki Drake  
General Counsel Allyson Dahlhauser via/MS Teams

**Benton PUD employees present during all or a portion of the meeting, either in person or virtually:** Annette Cobb, Manager of Customer Service; Blake Scherer, Senior Engineer Power Management; Dax Berven, Senior Engineer; Duane Crum, Manager of IT Infrastructure; Duane Szendre, Superintendent of Operations; Eric Dahl, Communications Specialist II; Evan Edwards, Manager of System Engineering; Jennifer Holbrook, Senior Manager of Applied Technology; Jenny Sparks, Manager of Customer Engagement; Jodi Henderson, Manager of Communications & Government Relations; Karen Dunlap, Manager of Human Resources; Kent Zirker, Manager of Accounting; Michelle Ness, Supervisor of Distribution Design; Michelle Ochweri, Manager of Procurement; Robert Inman, Superintendent of Transportation & Distribution; Robert Frost, Supervisor of Energy Programs; Shanna Everson, Distribution Designer; Tyson Brown, Procurement Specialist II; Zach Underhill, Distribution Designer; Shawn Harper, Warehouse Manager; and Jody George, HR Generalist, III.

#### **Call to Order & Pledge of Allegiance**

The Commission and those present recited the Pledge of Allegiance.

#### **Agenda Review**

No changes.

## Public Comment

None.

## Consent Agenda

**MOTION:** Commissioner Sanders moved to approve the Consent Agenda items “a” through “k”. Commissioner Massey seconded and upon vote, the Commission unanimously approved the following:

- a. Regular Commission Meeting Minutes of January 27, 2026
- b. Travel Report dated February 10, 2026
- c. Annual Travel Report (2<sup>nd</sup> – Updated) dated February 10, 2026
- d. Vouchers (report dated February 10, 2026) audited and certified by the auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing made available to the Commission and approved as follows for payment:  
Accounts Payable: Automated Clearing House (DD) Payments: 113021-113067 and 113225-113253 in the amount of \$1,896,396.71.  
Checks & Customer Refund Payments (CHK): 91647-91708 in the amount of \$961,899.76;  
Electronic Fund Transfer (WIRE) Payments: 7505-7515 in the amount of \$5,341,556.70;  
Residential Conservation Rebates: Credits on Customer Accounts in the amount \$2,585.81;  
Payroll: Direct Deposit – 1/29/2026: 113068-113224 in the amount \$450,539.09;  
**Grand total - \$8,652,978.07**
- e. Quit Claim Deed – Bonneville Apartments – WO# 685588
- f. Apple Valley Phase 9 – WO# 757808
- g. Southcliff Phase 9 – WO# 693622
- h. Conservation Rebate Report – 2025-Q4
- i. Contract Award to American Wire Group, Contract #26-21-01
- j. Contract Award to ATS Inland NW – Contract #26-38-01
- k. Contract Award – Three Contracts for 2026-2027 Distribution Transformers:
  - i. Irby (Hitachi) – Contract #25-21-32 (A)
  - ii. Hyundai – Contract #25-21-32 (B)
  - iii. Kerec – Contract #25-21-32 (C)

## Management Report

### ***Customer Service/Treasury – Director Keith Mercer***

#### **1. EIL Rates & Customer Service Policies**

Director of Customer Service & Treasury Keith Mercer reviewed Electricity Intensive Load (EIL) rates and customer service policy updates. He explained that staff introduced a new EIL rate design in May 2025 specifically for Transitory EIL customers to prevent cross-subsidization. Implementation was delayed due to the 2026 budget process, the 2026 rate increase, additional research into how peer utilities are addressing EIL customers and

further evaluating best practices. Since then, BPA has issued a draft Contract High Water Mark (CHWM) indicating the District's Tier 2 exposure is now expected to be less than 1 aMW starting in 2029. As a result, staff recommended pausing the new EIL rate development process until the final CHWM is released.

Director Mercer also noted customer service policy updates, with discussion and approval by the Commission scheduled for March. Changes include modification to the deposit refund sections, large load requests, operational suspension of disconnection, and the addition of an employee safety section addressing responses to unwelcome or harassing behavior. General Manager Rick Dunn added that refining the EIL definition included a focus on transitory customers.

### ***Engineering/Operations - Assistant General Manager/Senior Director Steve Hunter***

#### **1. Prosser Planned Outage**

Assistant General Manager/Senior Director Steve Hunter and Manager of Customer Engagement Jenny Sparks provided an update on a planned BPA outage affecting the Prosser area. Director Hunter explained that BPA needs to replace three transmission pole structures, a project that was delayed last year due to permitting issues. The work is now scheduled for April 10, from 10:00 p.m. to 6:00 a.m., and will impact approximately 3,500 Benton PUD customers. Ms. Sparks outlined customer outreach efforts, including targeted emails, two mailers, website and media notices, and distribution of flyers to schools, the Chamber and other groups, and select customers. Staff indicated they will be fully prepared for the outage and General Manager Dunn emphasized the need to proceed as scheduled.

### ***Finance/Executive Administration – Senior Director Jon Meyer***

#### **1. Year-End Dashboards/PowerUp**

Senior Director of Finance & Executive Administration Jon Meyer reviewed year-end dashboards, including 2025 capital spending compared to the original budget (98.8%), capital by category, new services by year, a new services map, and maximum hourly demand by day over the past 14 years.

HR Manager Karen Dunlap presented results of the 2025 PowerUp Incentive Program, noting it is a districtwide program tied to strategic goals and performance metrics, intended to be a stretch to achieve. All goals were met, all employees participated, and employees received 16 hours of paid leave as an incentive.

#### **2. State Audit Update**

Sr. Director Meyer reported on the 2024 State Accountability Audit. The audit concluded with a clean opinion, and an exit note with a recommendation that the District implement a periodic review process for reviewing depreciable lives on assets.

#### **3. Legislative Update – State Low Income Program**

Manager of Communications/Government Relations Jodi Henderson provided a legislative update on HB 1903, which would create a statewide low-income energy assistance program distributed by utilities and reimbursed through Climate Commitment Act revenues. The state would be responsible for administering the program.

Participation would be voluntary, and utilities would be required to opt out if they choose not to participate.

#### **4. NWRP Update**

Ms. Henderson also provided an update on the Northwest River Partners (NWRP) campaign, noting Benton PUD's participation in the "Our Power Is Water" campaign. Campaign metrics were reviewed, along with positive feedback and continued outreach and education efforts for hydro power. General Manager Rick Dunn noted he would be attending an NWRP strategic planning session this week.

#### ***General Manager – Rick Dunn***

##### **1. BPA Administrator John Hairston new EWEB GM**

General Manager Rick reported that BPA Administrator John Hairston announced his retirement and is in negotiations regarding the General Manager position at Eugene Water & Electric Board (EWEB).

##### **2. BPA FCRPS Incremental Hydro & CGS Capacity Additions**

General Manager Dunn also reviewed information presented at a recent Power Supply Conference regarding incremental capacity additions within the Federal Columbia River Power System (FCRPS). A chart provided by BPA illustrates planned incremental capacity gains from both the hydroelectric fleet and the Columbia Generating Station that are projected to add more than 1,000 megawatts of additional nameplate capacity by 2041.

##### **3. BPA Generation Interconnection Cluster Study**

General Manager Rick Dunn provided an update on BPA's Generation Interconnection Cluster Study. He explained that while the transmission service queue is currently frozen, BPA has continued to process the generation interconnection queue due to the overwhelming volume of requests. BPA evaluated 167 generation interconnection requests totaling more than 61 gigawatts of proposed capacity and is implementing a "first-ready, first-served" approach, under which project sponsors have a 90-day window to meet established readiness protocols to remain in the queue. The study is intended to address congestion and "analysis paralysis" within BPA's transmission system while prioritizing the most viable projects.

##### **4. E3 Phase 2 Results**

General Manager Rick Dunn reported on the E3 Phase 2 study, noting the results are being publicly discussed and that Benton PUD is a participant. He expressed disappointment that some study participants continue to apologize for the conclusions that clearly justify the addition of new natural gas power plants, including in Washington. Recommendations from Phase 2 results were reviewed, which emphasize identifying and advancing any viable resource projects to meet future system needs. General Manager Dunn also reviewed slides outlining demand response potential and activity timelines.

##### **5. WesTEC 10-year Transmission Plan Released**

General Manager Rick Dunn reported on the release of the WesTEC 10-Year Transmission Plan, which is intended to engage a broad set of stakeholders in planning for the future western power grid. He reviewed a regional map of planned transmission projects, noting the plan identifies approximately 12,600 miles of new transmission lines by 2035, with an estimated cost of \$60 billion. General Manager Dunn noted that upcoming discussions

must focus on cost allocation so it is clear who will pay for the massive level of investment with a particular focus on BPA's participation. He added that Washington utilities need to think about the long term vision and accept the fact we are all going to have to bear a portion of the costs which means our BPA transmission bills will have to increase in the future; we just need to make sure we're paying for the right projects and that developers and investor-owned utilities are paying their share.

The Commission briefly recessed, reconvening at 10:11 a.m.

## **Business Agenda**

### **Treasurer's Report/Redistribution of Unrestricted Reserves**

Keith Mercer, Director of Customer Service & Treasury Operations, reviewed the January, 2026 Treasurer's Report with the Commission as finalized on February 2, 2026.

Director Mercer also reviewed the District's financial policy, which requires a minimum operating reserve equal to 90 Days Cash on Hand, and helps ensure continuity of service during emergencies or financial uncertainty.

In addition to minimum operating reserve, the District maintains designated reserve accounts for specific purposes, including customer deposits, power market risk, and future capital investments. Staff conducts an annual review of reserve balances and recommends redistribution of undesignated reserves. The proposed action reallocates funds within unrestricted reserves to better align with intended uses and does not change the total amount of reserves held by the District.

Commission discussion included questions regarding the level of the Power Market Volatility reserve and customer deposit balances. It was noted that customer deposits are held funds and therefore appropriately designated. Discussion also addressed Climate Commitment Act (CCA) funds, including anticipated future allowance purchases and compliance obligations. Staff clarified that the reallocation is an accounting adjustment to categorize existing reserves and does not change the overall reserve total.

**MOTION:** Commissioner Sanders moved to set the unrestricted reserves fund account balances to the following:

- Designated Customer Deposits Account \$1,900,000.00
- Designated Power Market Volatility Account \$5,000,000.00
- Designated Special Capital Fund \$4,986,027.87
- Undesignated Climate Commitment Act \$3,626,558.84
- Undesignated Reserves \$0.00.

Commissioner Massey seconded and upon vote, the motion carried unanimously.

## **Major Project/2025 End of Year Presentation**

Assistant General Manager/Sr. Director Engineering & Operations Steve Hunter, Manager of System Engineering Evan Edwards, and Duane Szendre, Superintendent of Operations, presented a year-end summary of major capital projects completed in 2025. The presentation reviewed infrastructure investments supporting system reliability, growth, and replacement of aging equipment.

Superintendent Szendre provided an update on the multi-year meter exchange program.

Manager Edwards reviewed key distribution projects, including East Kennewick growth and the City sewer treatment plant, Columbia Center Boulevard/Quinault, Overhead Vista Substation, Benton City #3 build-out, DOE Rattlesnake, and Zephyr 4.

Assistant General Manager/Director Hunter highlighted transmission and substation projects, including Angus Bay 2 relay upgrade, Sunset Road regulator replacement, Vista Bay 2 metalclad switchgear replacement, (651's) feeder control replacements, transformer replacements, Hedges metering point, fiber back bone projects, Sunheaven projects, and the Sunset Road to Dallas Road project.

Operational performance metrics were also reviewed, including 582 total outages in 2025, CRC outage ticket information, and ARCOS automated callout data, providing an overall snapshot of capital investment activity and system performance.

## **2025-2030 Strategic Technology Plan Update**

Senior Manager of Applied Technology Jennifer Holbrook presented a Commission update on the Strategic Technology Plan (2025-2030). The presentation reviewed the history of strategic technology planning, outlined the 2025 domain areas, and summarized the current project portfolio. Ms. Holbrook highlighted the Plan's emphasis on optimizing business processes, the addition of new domain areas, a specific focus on the impacts of artificial intelligence, and progress across initiatives supporting customer engagement, system operations, data integration, and security. The update also included the strategic timeline and future reporting milestones to the Commission.

## **Performance Measurement Report – 4<sup>th</sup> Quarter 2025**

Sr. Director Jon Meyer presented the Performance Measurement 4th Quarter 2025 Report and stated that 17 of the 17 performance measures were rated green with positive quarterly performance and 16 of 17 had green related positive outlooks, with one rated as yellow (cautious).

The following performance measures were highlighted by staff: Rates (green rating), Conservation I-937 (green rating), Electric Reliability Indices (green rating), Electric System Outages (green rating), and Infrastructure Component Reliability (yellow outlook).

### **2025-2029 Year-End Strategic Plan Progress Report**

General Manager Rick Dunn presented the 2025-2029 Strategic Plan year-end progress report to the Commission.

### **Amendments to Contract #25-46-10, CO #1 – Interlocal Agreement with NoaNet and Admission of New Member – Resolution No. 2719**

Director of IT & Broadband Services Chris Folta presented Resolution No. 2719 to amend the Interlocal Agreement with Northwest Open Access Network (NoaNet) and allow the admission of a new member. The restated Interlocal Cooperation Agreement would allow for the inclusion of tribal entities and the admission of Bigfoot Communications, LLC, a tribal enterprise of the Colville Confederated Tribes. The resolution would authorize the District's Member Representative to vote in favor of the amended agreement, if recommended by the NoaNet Board of Directors, and authorize the General Manager to execute the restated agreement upon approval.

**MOTION:** Commissioner Sanders moved to adopt Resolution No. 2719 to amend Interlocal Agreement Contract #25-46-10 CO#1 in substantially the form presented with Northwest Open Access Network (NoaNet) authorizing the District's Member Representative to vote in favor of Member approval of NoaNet's First Restated Interlocal Cooperation Agreement and the admission of Bigfoot Communications, LLC as a Member of NoaNet, if recommended by the NoaNet Board of Directors, in addition to authorizing the General Manager to execute the First Restated Interlocal Cooperation Agreement (Contract #25-46-10 CO#1) in substantially the form approved by NoaNet.

Commissioner Massey seconded, and upon vote, the motion carried unanimously.

### **Future Planning**

There will be no meeting on February 24 as all Commissioners will be attending the Legislative Rally in Washington D.C.

### **Executive Session**

The Commission went into executive session at 11:15 a.m. to discuss the performance of a public employee for five minutes. The Commission came out of executive session at 11:20 a.m.

**Adjournment**

Hearing no objection, President Hall adjourned the meeting at approximately 11:20 a.m.

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Jeff Hall, President

ATTEST:

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Mike Massey, Secretary

## *Periodic Travel Report - March 10, 2026*

<i>Date Start</i>	<i>Business Days</i>	<i>Name</i>	<i>City</i>	<i>Purpose</i>
1/25/2026	4	Shawn Harper	Portland, OR	2026 PCB MANAGEMENT & ENVIRONMENTAL TASK FORCE MTG
2/10/2026	1	Kelly Cobb	Orchards, WA	GLOVES
2/10/2026	1	Amber Melling	Pullman, WA	WSU CAREER EXPO
2/11/2026	1	Jennifer Holbrook	Spokane, WA	NOANET BOARD MEETING
2/18/2026	2	Duane Szendre	Kennewick, WA	2026 WSU PESTICIDE CLASS
3/3/2026	3	Blake Scherer	Portland, OR	BPA TC-27 PRE-PROCEEDING WORKSHOP & PPC
3/8/2026	5	Duane Szendre	Nashville, TN	2026 TECHADVANTAGE & POWERXCHANGE EXPO
3/10/2026	3	Eric Dahl	Eugene, OR	NWPPA LEADERSHIP SKILLS - CHALLENGING COMMUNICATION
3/15/2026	3	Anna Hightower	Ellensburg, WA	WILDFIRE MITIGATION WORKSHOP
3/19/2026	2	Shawn Harper	Vanvouver, WA	2026 NWPPA INTRO TO PROJECT MANAGEMENT
3/29/2026	8	Robert Davis	Boston, MA	2026 INTERNATIONAL CONFERENCE OF DOBLE CLIENTS
3/31/2026	2	Angela Richman	Spokane, WA	TOPCON FIELD TRAINING
4/13/2026	4	Michelle Ness	Portland, OR	ENGINEERING & OPERATIONS CONFERENCE & TRADE SHOW
4/13/2026	4	Jeff Vosahlo	Portland, OR	2026 E & O TRADESHOW
4/14/2026	3	Joe Garner	Portland, OR	2026 E & O TRADESHOW
4/14/2026	3	Dan Anderson	Portland, OR	2026 E & O TRADESHOW
4/15/2026	1	Jessie Grad	Portland, OR	2026 E & O TRADESHOW
4/22/2026	2	Chris Johnson	Portland, OR	CONSERVATION RESOURCE ADVISORY COMMITTEE
4/27/2026	4	Jennifer Holbrook	Boise, ID	NWPPA IT CONFERENCE
4/27/2026	4	Tyler Scott	Boise, ID	NWPPA IT CONFERENCE
4/27/2026	4	Duane Crum	Boise, ID	NWPPA IT CONFERENCE
5/4/2026	4	Brandy Sawyer	San Diego, CA	TABLEAU CONFERENCE 2026
5/4/2026	4	Jeff Vosahlo	Birmingham, AL	ALDEN CONFERENCE
5/4/2026	3	Maria Vega	Boise, ID	NEEA ENERGY EFFICIENCY EXCHANGE 2026
5/4/2026	4	Nikki Becker	San Diego, CA	TABLEAU CONFERENCE 2026
5/4/2026	3	Manuel Walle	Boise, ID	NEEA ENERGY EFFICIENCY EXCHANGE CONFERENCE 2026

<i>Date Start</i>	<i>Business Days</i>	<i>Name</i>	<i>City</i>	<i>Purpose</i>
5/4/2026	4	Chris Johnson	Boise, ID	NEEA ENERGY EFFICIENCY EXCHANGE CONFERENCE 2026
5/4/2026	3	Robert Frost	Boise, ID	NEEA ENERGY EFFICIENCY EXCHANGE CONFERENCE 2026

# *Recurring Annual Travel Report - March 10, 2026*

<i>Frequency</i>	<i>Business Days</i>	<i>Name</i>	<i>City</i>	<i>Purpose</i>
Monthly	2	Jennifer Holbrook	Spokane, WA	2026 NOANET BOARD MEETINGS/STATEGIC PLANNING
Monthly	3	Blake Scherer	Portland, OR	PPC/PNUCC MONTHLY MEETINGS 2026



**PAYMENT APPROVAL**  
**March 10, 2026**

The vouchers presented on this Payment Approval Report for approval by the Board of Commissioners have been audited and certified by the auditing officer as required by RCW 42.24.080, and those expense reimbursement claims by officers and employees have been certified as required by RCW 42.24.090.

Type of Payment	Starting #	Ending #	Page #	Amount
<b>Accounts Payable:</b>				
Automated Clearing House (DD) Payments	113254 - 113440 - 113668	113283 - 113509 - 113712	1 - 4 4 - 11 11 - 15	\$ 3,550,323.80
Checks & Customer Refund Payments (CHK)	91709 -	91823 -	16 - 23	\$ 361,067.93
Electronic Fund Transfer (WIRE) Payments	7517 -	7544	24 - 27	\$ 9,596,832.88
<b>Residential Conservation Rebates:</b>				
Credits on Customer Accounts			28	\$ 2,060.00
<b>Purchase Card Detail:</b>				
	January 2026		29 - 39	
<b>Payroll:</b>				
Direct Deposit - 2/12/2026	113284 -	113439		\$ 449,168.16
Checks - 2/12/2026	600259 -	600291		\$ 62,013.49
Direct Deposit - 2/26/2026	113510 -	113667		\$ 511,127.51
<b>TOTAL</b>				<b>\$ 14,532,593.77</b>
<b>Void DD</b>				
	February 2026		4	\$ 7,800.00
<b>Void Checks</b>				
	February 2026		16	\$ 770.55
<b>Void Wires</b>				
				\$ -

*I, the undersigned Auditor of Public Utility District No. 1 of Benton County, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described, or that any advance payment is due and payable pursuant to a contract or is available as an option for full or partial fulfillment of a contractual obligation, and that the claims identified in this report are just, due and unpaid obligations against the District and that I am authorized to authenticate and certify to said claims.*

*Jon Meyer*  
 Jon L. Meyer, Auditor

3/2/2026  
 Date

Reviewed by:

Rick Dunn, General Manager

Approved by:

Jeffrey D. Hall, President

Lori Kays-Sanders, Vice-President

Michael D. Massey, Secretary

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# Accounts Payable Check Register

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## 01/31/2026 To 03/01/2026

**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
113254 2/4/26	DD	963	ANIXTER INC.	Transformers	6,067.12
113255 2/4/26	DD	11215	BAKER TILLY US, LLP	Auditing Svc	23,405.00
113256 2/4/26	DD	3828	BORDER STATES INDUSTRIES, INC.	Burndy Ground Clamp	1,647.22
113257 2/4/26	DD	3344	BOYD'S TREE SERVICE, LLC	Tree Trimming Svc	9,781.20
				Tree Trimming Svc	10,871.99
				Tree Trimming Svc	9,781.20
				Tree Trimming Svc	10,506.24
<b>Total for Check/Tran - 113257:</b>					40,940.63
113258 2/4/26	DD	11211	CAMCODE	Photo Barcodes	-781.97
				Photo Barcodes	9,668.00
<b>Total for Check/Tran - 113258:</b>					8,886.03
113259 2/4/26	DD	57	CONSOLIDATED ELECTRICAL DISTRIB	Wire	7,820.11
113260 2/4/26	DD	3439	DJ'S ELECTRICAL, INC.	Hedges Substation	2,438.63
				Hedges Substation	4,395.63
<b>Total for Check/Tran - 113260:</b>					6,834.26
113261 2/4/26	DD	10421	DNV ENERGY INSIGHTS USA, INC.	Cascade Maintenance	29,796.90
113262 2/4/26	DD	2757	RICK T DUNN	NWPPA Data Ctr/Load Growth/Power Supply	1,077.08
113263 2/4/26	DD	2898	ELECTRICAL CONSULTANTS, INC.	Professional Svc	1,401.00
113264 2/4/26	DD	11116	FRONTLINE MEDICAL, PLLC	Employee Physical	110.00
113265 2/4/26	DD	79	GENERAL PACIFIC, INC.	Wire	785.54
				Crossarm, Fiberglass Dead. 12' Custom	7,074.64
				Crossarm,Fiberglass Tang. 12' Custom	15,021.58
<b>Total for Check/Tran - 113265:</b>					22,881.76
113266 2/4/26	DD	374	HOWARD INDUSTRIES, INC.	Transformers	39,765.32
				PO 55995 L-1 /167 KVA Return/Fixed	15,141.70

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# Accounts Payable Check Register

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## 01/31/2026 To 03/01/2026

**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
<b>Total for Check/Tran - 113266:</b>					54,907.02
113267 2/4/26	DD	10660	IRBY ELECTRICAL UTILITIES	CURV 2 1/4 X 2 1/4 11/16H Phase Spacers Transformer, 37.5 kVA single p	1,240.32 7,980.09 6,336.61
<b>Total for Check/Tran - 113267:</b>					15,557.02
113268 2/4/26	DD	11178	JST POWER EQUIPMENT, INC.	Transformer Transformers	-5,640.18 69,733.18
<b>Total for Check/Tran - 113268:</b>					64,093.00
113269 2/4/26	DD	11133	MICHAEL D MASSEY	NWPPA Data Ctr/Load Growth/Pwr Supply	1,038.38
113270 2/4/26	DD	10794	MCWANE POLES	Poles Poles Poles Poles Poles	63,573.87 62,955.10 64,627.37 60,060.75 42,410.73
<b>Total for Check/Tran - 113270:</b>					293,627.82
113271 2/4/26	DD	111	MONARCH MACHINE & TOOL CO., INC.	Anchor Bolt Cages	3,044.22
113272 2/4/26	DD	2176	PACIFIC OFFICE AUTOMATION, INC.	Monthly Billing Monthly Billing	120.86 17.84
<b>Total for Check/Tran - 113272:</b>					138.70
113273 2/4/26	DD	10800	RADIAN RESEARCH, INC.	Watt-Net Support/Maintenance Watt-Net Support/Maintenance PRM Software License PRM Software License	-138.03 1,706.55 -96.80 1,196.80
<b>Total for Check/Tran - 113273:</b>					2,668.52
113274 2/4/26	DD	142	ROGERS SURVEYING, INC. P.S.	Professional Svc	200.00
113275 2/4/26	DD	11223	SEFCOR	Bus Support,AL Weld., 1 in IPS Slip Ring Compression Term, 2-hole paddle, 2 CU	440.25 292.89

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
<b>Total for Check/Tran - 113275:</b>					733.14
113276 2/4/26	DD	2154	SENSUS USA, INC.	Meters	-0.03
				Meters	8,798.70
<b>Total for Check/Tran - 113276:</b>					8,798.67
113277 2/4/26	DD	2745	STELLA-JONES CORP.	Fire Pole Wrap	21,086.31
113278 2/4/26	DD	11180	TRACE3, LLC	Omissa Horizon Support/Renewal	29,125.93
113279 2/4/26	DD	1163	TYNDALE ENTERPRISES, INC.	Clothing-Sunford	380.81
				Inventory Stock	1,445.84
				Clothing-Anderson	119.68
				Clothing-Patrick	91.93
<b>Total for Check/Tran - 113279:</b>					2,038.26
113280 2/4/26	DD	3098	US BANK CORPORATE PAYMENT SYST	Executive	6,678.90
				Finance & Business Services	127.32
				Customer Service	1,510.03
				Contracts & Purchasing	1,880.66
				Engineering	1,908.59
				IT Infrastructure	11,052.32
				Operations - Line Department	19.77
				Operations	6,825.35
				Operations - Meter Shop	560.04
				Operations - Transformer Shop	1,933.10
				Operations - Support Svcs	6,016.93
				Operations - Maintenance	5,216.83
				Operations - (Support Svcs. Fleet)	21,839.97
				Operations - Warehouse	17,422.50
				Power Management	6.10
				Storm Card #3	1,275.34
				Storm Card #2	558.15
				Storm Card #10	285.00

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Travel Card	754.95
<b>Total for Check/Tran - 113280:</b>					85,871.85
113281 2/4/26	DD	11062	VESTIS SERVICES, LLC	Weekly Svc	35.80
				Weekly Svc	38.14
				Weekly Svc	22.08
				Weekly Svc	27.73
<b>Total for Check/Tran - 113281:</b>					123.75
113282 2/4/26	DD	575	WELLS FARGO BANK	Biometric Screenings Fee	7,800.00 VOID
113283 2/4/26	DD	10649	ZIPLY FIBER	Pole Attachments	8,467.92
113440 2/11/26	DD	963	ANIXTER INC.	SMU-20 Fuse Unit Cat.#712030	4,961.28
				TERM END VHCS-750-BN	1,125.69
				Vice Top Insulator, Poly,Gray	13,960.45
				Fuse Link	454.98
				Cutter Bag	263.34
				Botls	1,160.68
				Rod Anchor	1,976.58
				Crimper Bag	283.62
<b>Total for Check/Tran - 113440:</b>					24,186.62
113441 2/11/26	DD	40	BENTON REA	Pole Contacts	25,417.06
113442 2/11/26	DD	10158	BUD CLARY CHEVROLET	Truck	79,779.73
113443 2/11/26	DD	2680	CO-ENERGY	Fuel Svc	2,760.63
113444 2/11/26	DD	2972	COMPUNET, INC.	Software License/Subscriptions	30,063.40
113445 2/11/26	DD	57	CONSOLIDATED ELECTRICAL DISTRIB	Conduit	37,395.65
113446 2/11/26	DD	2757	RICK T DUNN	PPC/PNUCC/NW River Partners Mtgs	1,157.75
113447 2/11/26	DD	10928	EQUIPMENTSHARE.COM INC.	Equipment Rental Tutorial/Demonstration	556.50
				Credit Inv 6289757-000	-556.50

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Equipment Rental	1,257.05
113448 2/11/26	DD	2675	G&W ELECTRIC COMPANY	Recloser	35,076.03
				Recloser	-64.48
<b>Total for Check/Tran - 113448:</b>					35,011.55
113449 2/11/26	DD	3130	GDS ASSOCIATES, INC.	NERC/WECC Compliance	607.50
113450 2/11/26	DD	79	GENERAL PACIFIC, INC.	Splice Kit	903.61
113451 2/11/26	DD	3018	HRA VEBA TRUST	ER VEBA	11,050.00
				ER VEBA Wellness	21,900.00
<b>Total for Check/Tran - 113451:</b>					32,950.00
113452 2/11/26	DD	1818	IBEW LOCAL 77	IBEW A Dues Assessment	5,618.95
				IBEW BA Dues Assessment	5,672.58
<b>Total for Check/Tran - 113452:</b>					11,291.53
113453 2/11/26	DD	10660	IRBY ELECTRICAL UTILITIES	Armor Rods	14,209.76
				Stockbridge Vibration Dampers-4/0 D/E's	1,789.91
				Stockbridge Vibration Dampers-4/0 Tangen	3,774.49
<b>Total for Check/Tran - 113453:</b>					19,774.16
113454 2/11/26	DD	103	KENNEWICK, CITY OF	Occupation Tax	559,697.83
113455 2/11/26	DD	11133	MICHAEL D MASSEY	ENW Board Mtg	572.99
				Hyper-AG Hydrogen Tech/Schweitzer Tour	163.70
<b>Total for Check/Tran - 113455:</b>					736.69
113456 2/11/26	DD	1580	JONATHAN L MEYER	PPC/PNUCC Mtgs	886.68
113457 2/11/26	DD	919	NOANET	MacDonald Miller	1,801.18
113458 2/11/26	DD	10769	ONEBRIDGE BENEFITS INC.	Flex Spending Dependent Care	288.47
				Flex Spending Health Care	3,158.82
<b>Total for Check/Tran - 113458:</b>					3,447.29
113459 2/11/26	DD	1241	PARAMOUNT COMMUNICATIONS, INC.	Stevens TMO	567.41

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				20 - Off-the-Dock Labor	3,993.10
				AP Financial	81.60
				20 - Off-the-Dock Labor	3,090.36
				Badger Rd TGB	229,664.05
				COK CCB/7th	1,565.63
				20 - Off-the-Dock Labor	21,538.88
				<b>Total for Check/Tran - 113459:</b>	260,501.03
113460	2/11/26	DD 1161	PRINT PLUS	Table Top Banner	72.79
113461	2/11/26	DD 11222	PROLEC GE WAUKESHA, INC	N2-1 Full Length Cabinet	22,231.11
113462	2/11/26	DD 11033	RINGCENTRAL, INC.	Phone Service	985.18
				Phone Service	2,807.07
				Software License/Subscriptions	4,740.93
				<b>Total for Check/Tran - 113462:</b>	8,533.18
113463	2/11/26	DD 2154	SENSUS USA, INC.	Flxnt/SAAS/AEM Svc/Alert Mgr	6,129.18
				Flxnt/SAAS/AEM Svc/Alert Mgr	9,905.47
				Flxnt/SAAS/AEM Svc/Alert Mgr	4,535.07
				<b>Total for Check/Tran - 113463:</b>	20,569.72
113464	2/11/26	DD 945	SURVALENT TECHNOLOGY INC.	SCADA Support and Maintenance	34,255.68
113465	2/11/26	DD 11209	TRUCKPRO, LLC	Material	5,413.81
113466	2/11/26	DD 1163	TYNDALE ENTERPRISES, INC.	Clothing-Wurz/Patrick	702.63
				Clothing-Niebuhr	237.18
				Clothing-Reiss/Himmelberger	1,037.70
				Credit - Inv 4244355	-206.18
				Clothing-Tyree	666.41
				Clothing-Anderson	162.22
				<b>Total for Check/Tran - 113466:</b>	2,599.96
113467	2/11/26	DD 1048	UNITED WAY OF BENTON & FRANKLI	EE United Way Contribution	427.23

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
113468 2/11/26	DD	10793	VAF INDUSTRIES, LLC	Ladder Clips	87,090.05
				Ladder Clips	-7,044.05
<b>Total for Check/Tran - 113468:</b>					80,046.00
113469 2/11/26	DD	11062	VESTIS SERVICES, LLC	Weekly Svc	18.39
				Weekly Svc	35.80
				Weekly Svc	38.14
				Weekly Svc	27.73
				Weekly Svc	22.08
				Weekly Svc	18.39
<b>Total for Check/Tran - 113469:</b>					160.53
113470 2/11/26	DD	3748	NICHOLAS D WALES	CDL License Reimbursement	136.00
113471 2/18/26	DD	11218	AIRGAS USA, INC	Nitrogen	114.48
113472 2/18/26	DD	963	ANIXTER INC.	Distribution Phasing Tester Kit, Chance Terminal Conn	4,863.36
<b>Total for Check/Tran - 113472:</b>					6,999.84
113473 2/18/26	DD	3828	BORDER STATES INDUSTRIES, INC.	BOLTS MACH 5/8 X 22 Plug, PVC 4" Carlon #P258NT,	1,303.43
<b>Total for Check/Tran - 113473:</b>					1,623.93
113474 2/18/26	DD	3344	BOYD'S TREE SERVICE, LLC	Tree Trimming Svc	9,216.23
				Tree Trimming Svc	8,930.30
				Tree Trimming Svc	8,803.08
				Tree Trimming Svc	7,293.34
<b>Total for Check/Tran - 113474:</b>					34,242.95
113475 2/18/26	DD	10491	KELLY R COBB	Glove Pickup	18.75
113476 2/18/26	DD	3820	COLEMAN OIL COMPANY, LLC	Fuel Svc	15,947.38
113477 2/18/26	DD	394	COLUMBIA ELECTRIC SUPPLY	Bend 22 S/40 4", belled and ch	498.74

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## 01/31/2026 To 03/01/2026

**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
113478 2/18/26	DD	57	CONSOLIDATED ELECTRICAL DISTRIB	Bell end, PVC, 6"	221.95
113479 2/18/26	DD	3167	COOPERATIVE RESPONSE CENTER, IN	CRCLink User Lic/Multispeak OMS	12,942.03
113480 2/18/26	DD	10896	CULLIGAN QUENCH	Ice/Water Machine Rental	270.91
113481 2/18/26	DD	339	DELL MARKETING CORP	Adobe AI Credits	217.09
113482 2/18/26	DD	11023	ELLERD, HULTGRENN & DAHLHAUSE	Professional Svc	3,175.00
113483 2/18/26	DD	10928	EQUIPMENTSHARE.COM INC.	Rotator Rental	12,174.66
				Rotator Rental	12,174.63
				Equipment Rental/Move	105.40
				Equipment Rental/Move	105.40
<b>Total for Check/Tran - 113483:</b>					<u>24,560.09</u>
113484 2/18/26	DD	79	GENERAL PACIFIC, INC.	Splice Kit	1,606.41
				Washers	11.42
<b>Total for Check/Tran - 113484:</b>					<u>1,617.83</u>
113485 2/18/26	DD	3969	GPS INSIGHT, LLC	Device Monitoring	2,302.16
113486 2/18/26	DD	11206	SHAWN T HARPER	PCB Mgnt & Environmental Task Force Mtg	334.26
113487 2/18/26	DD	3232	JENNIFER M HOLBROOK	NoaNet Mtg	214.60
113488 2/18/26	DD	10660	IRBY ELECTRICAL UTILITIES	Material	4,938.43
				BOLTS MACH 5/8 X 10	203.46
				BOLTS MACH 5/8 X 12	822.53
				BOLTS MACH 5/8 X 14	750.71
				SQ 2 1/4X2 1/4X3/16 11/16	225.22
				WASHER SP LOCK GALV 5/8	631.04
				#4 SD Solid Bare Copper Conduc	5,614.08
<b>Total for Check/Tran - 113488:</b>					<u>13,185.47</u>
113489 2/18/26	DD	103	KENNEWICK, CITY OF	Monthly Billing	517.69
				Monthly Billing	280.21

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Bank Account: 1 - Benton PUD ACH/Wire

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Monthly Billing	419.96
				Monthly Billing	488.34
<b>Total for Check/Tran - 113489:</b>					1,706.20
113490 2/18/26	DD	11133	MICHAEL D MASSEY	WPUDA Mtg	808.46
113491 2/18/26	DD	10794	MCWANE POLES	Poles	41,140.76
				Poles	12,818.29
				Poles	48,118.60
				Poles	53,673.41
<b>Total for Check/Tran - 113491:</b>					155,751.06
113492 2/18/26	DD	10909	AMBER L MELLING	WSU Career Expo	259.70
113493 2/18/26	DD	3821	NISC	Envelopes/Forms/Postage/Print Svc	44,013.56
				Postage/Online Pymts/ACH/EFT	1,175.19
				Postage/Online Pymts/ACH/EFT	725.11
				Software Lic/Maintenance	8,996.97
				Software Lic/Maintenance	2,665.76
				Software Lic/Maintenance	3,998.65
				Software Lic/Maintenance	17,660.70
<b>Total for Check/Tran - 113493:</b>					79,235.94
113494 2/18/26	DD	919	NOANET	Broaband Billing	16,871.21
				Broaband Billing	67,484.86
				Co-Location - Kenn Verizon	1,460.00
<b>Total for Check/Tran - 113494:</b>					85,816.07
113495 2/18/26	DD	3162	ONLINE INFORMATION SERVICES, INC.	Online Utility Exchange	999.86
113496 2/18/26	DD	585	PARADISE BOTTLED WATER CO.	Monthly Billing	527.06
				Monthly Billing	43.48
<b>Total for Check/Tran - 113496:</b>					570.54
113497 2/18/26	DD	1241	PARAMOUNT COMMUNICATIONS, INC.	20 - Off-the-Dock Labor	4,974.39
				20 - Off-the-Dock Labor	3,276.05

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Latitude Wealth	27.20
				20 - Off-the-Dock Labor	2,076.44
				Prior 2 Substation	423.75
				20 - Off-the-Dock Labor	4,784.34
				Reata BB Damage	18,869.56
				20 - Off-the-Dock Labor	39,559.96
				<b>Total for Check/Tran - 113497:</b>	73,991.69
113498 2/18/26	DD	10671	PRINCIPAL BANK	Biometric Screening Fees	7,800.00
113499 2/18/26	DD	10212	QCL, INC.	Drug Screenings	110.00
113500 2/18/26	DD	146	S&C ELECTRIC COMPANY	Regulator	56,744.65
113501 2/18/26	DD	2154	SENSUS USA, INC.	Flxnt Monitroing/SAAS/AEM/Alert Mgr	6,129.18
				Flxnt Monitroing/SAAS/AEM/Alert Mgr	9,905.47
				Flxnt Monitroing/SAAS/AEM/Alert Mgr	4,535.07
				Meters	3,417.46
				<b>Total for Check/Tran - 113501:</b>	23,987.18
113502 2/18/26	DD	10230	SMG-TRI CITIES, LLC	Advertising	2,520.00
113503 2/18/26	DD	139	TOWNSQUARE MEDIA TRI CITIES	Advertising	3,144.00
113504 2/18/26	DD	1163	TYNDALE ENTERPRISES, INC.	Clothing-Crump	197.58
				Credit - Inv 4239651	-197.58
				<b>Total for Check/Tran - 113504:</b>	0.00
113505 2/18/26	DD	10154	US PAYMENTS, LLC	Paysite/Card Processing/Kiosk Fees	313.81
				Paysite/Card Processing/Kiosk Fees	1,440.00
				<b>Total for Check/Tran - 113505:</b>	1,753.81
113506 2/18/26	DD	272	UTILITIES UNDERGROUND LOCATION	Excavation Svc	419.85
113507 2/18/26	DD	11062	VESTIS SERVICES, LLC	Weekly Svc	18.39
				Weekly Svc	35.80

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Weekly Svc	38.14
				Weekly Svc	27.73
				Weekly Svc	22.08
<b>Total for Check/Tran - 113507:</b>					142.14
113508 2/18/26	DD	4235	WATER STREET PUBLIC AFFAIRS, LLC	Lobbying Svc	6,500.00
113509 2/18/26	DD	11134	WELLABLE LLC	Pro Wellness Plan	350.00
113668 2/25/26	DD	963	ANIXTER INC.	PT, Outdoor, 7200/12470Y, 60:1 Copper	5,524.16 8,280.99
				Credit - Inv 6547301-00 & 6693533-00	-8,280.99
				Copper	7,320.06
				Transformer	2,142.76
<b>Total for Check/Tran - 113668:</b>					14,986.98
113669 2/25/26	DD	10496	ARNETT INDUSTRIES, LLC	Gloves	644.78
113670 2/25/26	DD	34	BENTON PUD-ADVANCE TRAVEL	Camp Rilea - 1st Yr Apprenticeship	215.02
				Camp Rilea Climbing & Rigging	21.50
				Camp Rilea Climbing & Rigging	193.52
<b>Total for Check/Tran - 113670:</b>					430.04
113671 2/25/26	DD	3344	BOYD'S TREE SERVICE, LLC	Tree Trimming Svc	9,216.23
				Tree Trimming Svc	10,506.24
<b>Total for Check/Tran - 113671:</b>					19,722.47
113672 2/25/26	DD	10837	CAMPBELL & COMPANY SERVICE COR	REEP	400.00
				REEP	400.00
				REEP	400.00
				REEP	400.00
<b>Total for Check/Tran - 113672:</b>					1,600.00
113673 2/25/26	DD	10630	CAMPBELL TRAINING SOLUTIONS, LL	Empowered Episodes	360.00
113674 2/25/26	DD	166	CENTURYLINK	Monthly Billing	713.54

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
113675 2/25/26	DD	2985	CHINOOK HEATING & AIR, INC.	REEP	9,000.00
113676 2/25/26	DD	3520	CI INFORMATION MANAGEMENT	Onsite Destruction	145.75
113677 2/25/26	DD	3820	COLEMAN OIL COMPANY, LLC	Fuel Svc	11,449.43
113678 2/25/26	DD	454	COLUMBIA/SNAKE RIVER IRRIGATOR	Membership Dues	2,200.00
113679 2/25/26	DD	2972	COMPUNET, INC.	Azure Monthly Billing Software License/Subscriptions	163.20 9,537.04
<b>Total for Check/Tran - 113679:</b>					9,700.24
113680 2/25/26	DD	10427	ROBERT J DAVIS	WSU Pesticide Class	18.75
113681 2/25/26	DD	2757	RICK T DUNN	NWRP Strategic Planning Mtg	526.34
113682 2/25/26	DD	11157	CONNOR W EBY	Camp Rilea - 1st yr Apprenticeship	104.39
113683 2/25/26	DD	11116	FRONTLINE MEDICAL, PLLC	Employee Physicals	440.00
113684 2/25/26	DD	867	JODY A GEORGE	IBEW Negotiations Snacks	66.47
113685 2/25/26	DD	10420	HEALTH INVEST HRA TRUST	Monthly Fees	97.30
113686 2/25/26	DD	3171	JODI A HENDERSON	WPUDA	624.64
113687 2/25/26	DD	4207	INFORMATION FIRST, INC.	Content Mgr	2,000.00
113688 2/25/26	DD	10660	IRBY ELECTRICAL UTILITIES	Tie Wire Washer Spring Clamp 2 bolt Hot Line Connecto CURV 2 1/4 X 2 1/4 11/16H	142.53 1,083.65 8,331.90 647.36
<b>Total for Check/Tran - 113688:</b>					10,205.44
113689 2/25/26	DD	10162	LINGUISTICA INTERNATIONAL, INC.	Interpreting Svc	13.75
113690 2/25/26	DD	10794	MCWANE POLES	Poles Poles Poles	53,416.80 52,092.24 53,416.80

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Poles	53,416.80
<b>Total for Check/Tran - 113690:</b>					212,342.64
113691 2/25/26	DD	10563	MESSAGE TECHNOLOGIES, INC.	IVR/SMS Svc	-92.84
				IVR/SMS Svc	1,147.84
<b>Total for Check/Tran - 113691:</b>					1,055.00
113692 2/25/26	DD	919	NOANET	MacDonald Miller	974.19
113693 2/25/26	DD	10769	ONEBRIDGE BENEFITS INC.	Flex Spending Dependent Care	288.47
				Flex Spending Health Care	3,158.82
<b>Total for Check/Tran - 113693:</b>					3,447.29
113694 2/25/26	DD	2176	PACIFIC OFFICE AUTOMATION, INC.	Monthly Billing	20.53
				Monthly Billing	199.71
				Monthly Billing	241.33
<b>Total for Check/Tran - 113694:</b>					461.57
113695 2/25/26	DD	10095	PASCO TIRE FACTORY, INC.	Tire Disposal	45.74
113696 2/25/26	DD	2627	PASCOR	Switches	50,425.54
				Switches	50,425.54
<b>Total for Check/Tran - 113696:</b>					100,851.08
113697 2/25/26	DD	10671	PRINCIPAL BANK	EE Vision	61.22
				ER Vision	3,000.91
				EE Health	10,432.98
				ER Health	247,634.13
				EE Dental	378.05
				ER Dental	17,789.28
<b>Total for Check/Tran - 113697:</b>					279,296.57
113698 2/25/26	DD	1161	PRINT PLUS	Retractable Banners/duffle Bag	685.44
113699 2/25/26	DD	10951	RELIANCE STANDARD LIFE INSURANC	Self Insured STD Fee	188.75
113700 2/25/26	DD	10947	RELIANCE STANDARD LIFE INSURANC	Basic Life	882.90

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Basis AD&D	176.58
				Non Barg Basic AD&D	85.67
				Non Barg Basic Dep Life	81.51
				Non Barg Basic Life	1,139.41
				Supplemental AD&D - Child	8.70
				Supplemental AD&D - EE	559.80
				Supplemental AD&D - Spouse	222.15
				Supplemental Life - Child	52.02
				Supplemental Life - EE	2,271.50
				Supplemental Life - Spouse	442.45
				LTD Buy-Up	1,260.43
				LTD Core No Buy-Up	3,302.66
<b>Total for Check/Tran - 113700:</b>					10,485.78
113701	2/25/26	DD 1125	BLAKE J SCHERER	PPC/PNUCC Mtg	544.54
113702	2/25/26	DD 985	SPECTRUM PACIFIC WEST, LLC	Monthly Billing	608.97
				Monthly Billing	592.12
<b>Total for Check/Tran - 113702:</b>					1,201.09
113703	2/25/26	DD 945	SURVALENT TECHNOLOGY INC.	TextPower Subscription	2,920.19
113704	2/25/26	DD 3502	SYLVAN LEARNING CENTER	Employee/Candidate Testing	220.00
113705	2/25/26	DD 11120	TELECOMMUNICATION UTILITY PROC	Glue/Swabs	6,984.96
113706	2/25/26	DD 2777	JOHN C THARP	WSU Pesticide Class	18.75
113707	2/25/26	DD 3589	TOTAL QUALITY AIR, LLC	REEP	7,500.00
113708	2/25/26	DD 11180	TRACE3, LLC	Software Renewal/Support	154,201.30
113709	2/25/26	DD 1163	TYNDALE ENTERPRISES, INC.	Credit - Inv 4239651	-59.18
				Clothing-Rabben	88.67
				Anderson/Henning/Lanphear/Niebuhr	1,701.62
				Clothing- Mathias	510.00

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Clothing-McKee	88.67
				Credit - Inv 4239651	-139.26
				Credit -Inv 4247034	-119.68
<b>Total for Check/Tran - 113709:</b>					2,070.84
113710	2/25/26	DD	1048	UNITED WAY OF BENTON & FRANKLI EE United Way Contribution	427.23
113711	2/25/26	DD	11062	VESTIS SERVICES, LLC	
				Weekly Svc	35.80
				Weekly Svc	22.08
				Weekly Svc	38.14
				Weekly Svc	27.73
				Weekly Svc	18.39
<b>Total for Check/Tran - 113711:</b>					142.14
113712	2/25/26	DD	10868	ZOHO CORPORATION	
				ManageEngine Subscription	11,649.22
<b>Total Payments for Payment Type - DD:</b>					(144) 3,550,323.80
<b>Total Voids for Payment Type - DD:</b>					(1) 7,800.00
<b>Total for Payment Type - DD:</b>					(145) 3,558,123.80
<b>Total Payments for Bank Account - 1 :</b>					(144) 3,550,323.80
<b>Total Voids for Bank Account - 1 :</b>					(1) 7,800.00
<b>Total for Bank Account - 1 :</b>					(145) 3,558,123.80

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91251 10/29/25	CHK	99999	PEGGY SPAULDING	Credit Balance Refund	300.00 VOID
91286 11/12/25	CHK	99999	SHAUNA L JOSEPH	Credit Balance Refund	77.47 VOID
91335 11/25/25	CHK	99999	CARA M CARDENAS	Credit Balance Refund	393.08 VOID
91709 2/4/26	CHK	19	AMERICAN PUBLIC POWER ASSOC.	Annual Dues	50,058.08
91710 2/4/26	CHK	259	BENTON FRANKLIN COMMUNITY ACT	Helping Hands	1,342.68
91711 2/4/26	CHK	3478	FP MAILING SOLUTIONS	Postage Meter Depoist - 2	1,000.00
91712 2/4/26	CHK	962	PACIFIC POWER	Monthly Billing	527.25
91713 2/4/26	CHK	11032	PACIFIC UNDERWRITERS PREMIUM TR	Special Trips Policy	1,809.00
91714 2/4/26	CHK	7242	SUNHEAVEN FARMS	Agricultural Energy Efficiency Prg	34,384.00
91715 2/4/26	CHK	992	VERIZON NORTHWEST	Monthly Billing	195.27
				Monthly Billing	2,221.21
				Monthly Billing	346.91
				Monthly Billing	360.09
				Monthly Billing	235.98
				Monthly Billing	353.55
				Monthly Billing	226.95
<b>Total for Check/Tran - 91715:</b>					3,939.96
91716 2/4/26	CHK	99999	CARLOS J CERVANTES	Credit Balance Refund	48.61
91717 2/4/26	CHK	99999	CLIFF BOHLKE	Credit Balance Refund	151.79
91718 2/4/26	CHK	99999	DARLINDA DORSE	Credit Balance Refund	6.00
91719 2/4/26	CHK	99999	BENJAMIN M GOLEMON	Credit Balance Refund	1,000.00
91720 2/4/26	CHK	99999	DONNELL R KIDDER	Credit Balance Refund	954.87
91721 2/4/26	CHK	99999	JADYN KOHL	Credit Balance Refund	152.00

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91722 2/4/26	CHK	99999	MANUEL LOPEZ TORRES	Credit Balance Refund	682.09
91723 2/4/26	CHK	99999	DANIEL LOWE	Credit Balance Refund	128.59
91724 2/4/26	CHK	99999	MARTHA PENALOZA	Credit Balance Refund	433.46
91725 2/4/26	CHK	99999	PGBG, LLC	Clean Building Incentive	5,168.93
91726 2/4/26	CHK	99999	JOSEFINA RAMOS ZAMUDIO	Credit Balance Refund	88.35
91727 2/4/26	CHK	99999	ANGELA WINTERS	Purchased Easement - Zephyr/Gum	1,500.00
91728 2/11/26	CHK	259	BENTON FRANKLIN COMMUNITY ACT	Helping Hands/Senior & Disabled Discount LIEEP WX Prgm	4,395.00 25.00
<b>Total for Check/Tran - 91728:</b>					4,420.00
91729 2/11/26	CHK	3634	BRITESWITCH, LLC	Commercial Energy Efficiency Prg	1,236.00
91730 2/11/26	CHK	32	CITY OF BENTON CITY	Occupation Tax	16,887.66
91731 2/11/26	CHK	787	COST LESS CARPET PASCO, INC.	Flooring - Commission Room	5,503.31
91732 2/11/26	CHK	11238	DESERT SAGE DENTAL	Commercial Energy Efficiency Prg	2,000.00
91733 2/11/26	CHK	243	FEDERAL EXPRESS CORP	Mailing Svc Mailing Svc	180.82 8.17
<b>Total for Check/Tran - 91733:</b>					188.99
91734 2/11/26	CHK	10828	GRAYBEAL GROUP, INC.	Annual Pollution Liability Premium	2,016.33
91735 2/11/26	CHK	135	PROSSER, CITY OF	Monthly Billing Monthly Billing Monthly Billing Occupation Tax	1.48 13.78 1,174.61 45,153.26
<b>Total for Check/Tran - 91735:</b>					46,343.13
91736 2/11/26	CHK	141	RICHLAND, CITY OF	Occupation Tax	254.99
91737 2/11/26	CHK	992	VERIZON NORTHWEST	Monthly Billing	116.94

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91738 2/11/26	CHK	100	WASTE MANAGEMENT OF WASHINGT	Monthly Billing	693.74
				Monthly Billing	389.80
				Monthly Billing	1,270.97
<b>Total for Check/Tran - 91738:</b>					2,354.51
91739 2/11/26	CHK	10649	ZIPLY FIBER	Monthly Billing	1,126.40
				Monthly Billing	125.64
<b>Total for Check/Tran - 91739:</b>					1,252.04
91740 2/11/26	CHK	99999	MICHAEL A CORCORAN	Credit Balance Refund	200.00
91741 2/11/26	CHK	99999	RAYMOND R DOHANIUK	Credit Balance Refund	35.97
91742 2/11/26	CHK	99999	JASMINE N DORTCH	Credit Balance Refund	54.00
91743 2/11/26	CHK	99999	DIANA ENCINIAS	Credit Balance Refund	450.00
91744 2/11/26	CHK	99999	ANNE FARRINGTON	Credit Balance Refund	600.00
91745 2/11/26	CHK	99999	A L FUNK	Credit Balance Refund	225.00
91746 2/11/26	CHK	99999	JOANNE HAUCK	Credit Balance Refund	362.55
91747 2/11/26	CHK	99999	VALERIA HERNANDEZ	Credit Balance Refund	150.12
91748 2/11/26	CHK	99999	SHAUNA L JOSEPH	Credit Balance Refund	77.47
91749 2/11/26	CHK	99999	DENNIS LINDBERG	Credit Balance Refund	138.79
91750 2/11/26	CHK	99999	DIANA MENDEZ	Credit Balance Refund	412.00
91751 2/11/26	CHK	99999	MARGIE PICKEREL	Credit Balance Refund	97.35
91752 2/11/26	CHK	99999	ROSA RIVERA	Credit Balance Refund	62.79
91753 2/11/26	CHK	99999	LAVONNE L RUGGLES	Credit Balance Refund	400.00
91754 2/11/26	CHK	99999	DULCE F SALCEDO	Credit Balance Refund	25.41

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91755 2/11/26	CHK	99999	CHARISS WARNER	Credit Balance Refund	64.29
91756 2/11/26	CHK	99999	MARCIA P WYATT	Credit Balance Refund	475.00
91757 2/18/26	CHK	3819	BENTON CONSERVATION DISTRICT	Salmon Power In Schools	1,382.20
91758 2/18/26	CHK	39	BENTON COUNTY	County GIS Prints	11.00
91759 2/18/26	CHK	11021	BRUCE MECHANICAL INC.	Replace A/C Unit	70,449.06
91760 2/18/26	CHK	310	MOON SECURITY SERVICES, INC.	Monthly Billing	23.71
				Monthly Billing	247.77
				Monthly Billing	203.89
				Monthly Billing	102.12
				Monthly Billing	102.12
				Monthly Billing	102.12
				Monthly Billing	193.76
<b>Total for Check/Tran - 91760:</b>					975.49
91761 2/18/26	CHK	992	VERIZON NORTHWEST	Monthly Billing	2,618.70
91762 2/18/26	CHK	99999	ADONAI COUNSELING & EMPLOYMEN	Credit Balance Refund	32.31
91763 2/18/26	CHK	99999	EMMA BOWER	Credit Balance Refund	77.80
91764 2/18/26	CHK	99999	STEVE BUCKINGHAM	Credit Balance Refund	319.79
91765 2/18/26	CHK	99999	CARA M CARDENAS	Credit Balance Refund	393.08
91766 2/18/26	CHK	99999	IBRAHIM DURAKOVIC	Credit Balance Refund	444.80
91767 2/18/26	CHK	99999	EMPIRE SUPPLY LLC	Credit Balance Refund	85.87
91768 2/18/26	CHK	99999	SHARON GAMES	Credit Balance Refund	29.87
91769 2/18/26	CHK	99999	DANIEL GONZALEZ	Credit Balance Refund	68.40
91770 2/18/26	CHK	99999	JONATHAN P HAGEN	Credit Balance Refund	305.00

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91771	2/18/26	CHK	99999	CHANDRA A HANAN	Credit Balance Refund	88.55
91772	2/18/26	CHK	99999	HANSON REAL ESTATE GROUP	Credit Balance Refund	415.87
91773	2/18/26	CHK	99999	SHELLEY HLAWEK	Credit Balance Refund	1,189.17
91774	2/18/26	CHK	99999	JAN C HOLTFRETER CONSTRUCTION L	Credit Balance Refund	159.80
91775	2/18/26	CHK	99999	KRISTIN L JANSONS	Credit Balance Refund	69.60
91776	2/18/26	CHK	99999	KTDRHA, LLC	Credit Balance Refund	17.87
91777	2/18/26	CHK	99999	ALLIYAH KUTROWSKI	Credit Balance Refund	105.58
91778	2/18/26	CHK	99999	BRYDEN LAIRD	Credit Balance Refund	88.72
91779	2/18/26	CHK	99999	SPENCER P LOCKARD	Credit Balance Refund	92.00
91780	2/18/26	CHK	99999	DIANA S MEJIA	Credit Balance Refund	114.11
91781	2/18/26	CHK	99999	OXEPH INVESTMENTS, LLC	Credit Balance Refund	442.72
91782	2/18/26	CHK	99999	DANIEL R REISCH	Credit Balance Refund	32.02
91783	2/18/26	CHK	99999	INGRID N RODRIGUEZ	Credit Balance Refund	33.92
91784	2/18/26	CHK	99999	LAUREL A ROSE	Credit Balance Refund	78.76
91785	2/18/26	CHK	99999	KORAIMA C RUIZ	Credit Balance Refund	81.14
91786	2/18/26	CHK	99999	SIM & KIM INTERNATIONAL LLC	Credit Balance Refund	17.93
91787	2/18/26	CHK	99999	WILLIE M STEWART	Credit Balance Refund	195.64
91788	2/18/26	CHK	99999	GABRIEL M VELASQUEZ	Credit Balance Refund	312.37
91789	2/18/26	CHK	99999	WHITEASSTEETH LLC	Credit Balance Refund	140.61
91790	2/25/26	CHK	258	APOLLO MECHANICAL CONTRACTOR	REEP	400.00
					REEP	400.00

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**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
<b>Total for Check/Tran - 91790:</b>					800.00
91791 2/25/26	CHK	39	BENTON COUNTY	68588 QCD	304.50
				Easement Recording Fees 701232	305.50
				Easement Recording Fees 733535 - Esmt 1	307.50
				Easement Recording Fees 733535 - Esmt 3	307.50
				Easement Recording Fees 744200	307.50
<b>Total for Check/Tran - 91791:</b>					1,532.50
91792 2/25/26	CHK	39	BENTON COUNTY	2025 General Election	12,096.37
91793 2/25/26	CHK	259	BENTON FRANKLIN COMMUNITY ACT	Helping Hands	2,332.79
91794 2/25/26	CHK	614	BOB RHODES HEATING & AC, INC.	REEP	400.00
91795 2/25/26	CHK	3635	CAPITOL LIGHT	Commercial Energy Efficiency Prg	20,520.00
91796 2/25/26	CHK	118	NORTHWEST PUBLIC POWER ASSOCIA	Membership Dues 2026	37,600.00
91797 2/25/26	CHK	128	PERFECTION GLASS, INC.	REEP	648.00
				REEP	804.00
				REEP	732.00
<b>Total for Check/Tran - 91797:</b>					2,184.00
91798 2/25/26	CHK	2648	RAILROAD MANAGEMENT COMPANY I	License Fee - Finley	458.76
				License Fee - Berrian	458.76
				License Fees - Whitomb	458.76
				License Fee - Plymouth	1,009.15
<b>Total for Check/Tran - 91798:</b>					2,385.43
91799 2/25/26	CHK	3620	JAMES A TIETSORT	WSU Pesticide Class	18.75
91800 2/25/26	CHK	1163	TYNDALE ENTERPRISES, INC.	Grayson/Billingsley/Faircloth/Sawyer	1,429.09
				Kuch/Mckee/Rabben/Wales	2,286.58
<b>Total for Check/Tran - 91800:</b>					3,715.67
91801 2/25/26	CHK	172	WASH STATE DEPT TRANSPORTATION	Utility Permit	970.78

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# Accounts Payable Check Register

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01/31/2026 To 03/01/2026

**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
					Utility Permit	185.23
<b>Total for Check/Tran - 91801:</b>						1,156.01
91802	2/25/26	CHK	99999	LINDA L ANDERSON	Credit Balance Refund	107.59
91803	2/25/26	CHK	99999	ROHENA M BILSON	Credit Balance Refund	42.26
91804	2/25/26	CHK	99999	MARK E BISHOP	Credit Balance Refund	40.81
91805	2/25/26	CHK	99999	LESLIE E BORDYNOSKI	Credit Balance Refund	375.00
91806	2/25/26	CHK	99999	GATHY C BROWN	Credit Balance Refund	109.16
91807	2/25/26	CHK	99999	NATAUSHA G BURRIS	Credit Balance Refund	66.06
91808	2/25/26	CHK	99999	JULIA COX	Credit Balance Refund	39.71
91809	2/25/26	CHK	99999	BRITTANY D DELL	Credit Balance Refund	133.02
91810	2/25/26	CHK	99999	ALEKSEY DEMYANOV	Credit Balance Refund	566.96
91811	2/25/26	CHK	99999	LISA D EDMONDSON	Credit Balance Refund	76.72
91812	2/25/26	CHK	99999	VIRGINIA GONZALEZ	Credit Balance Refund	109.69
91813	2/25/26	CHK	99999	SHERRY A GROSS	Credit Balance Refund	300.00
91814	2/25/26	CHK	99999	MITCHELL HOLDEN	Credit Balance Refund	475.00
91815	2/25/26	CHK	99999	SHABANA INTIZAR	Credit Balance Refund	918.54
91816	2/25/26	CHK	99999	JACK L JAMES	Credit Balance Refund	450.00
91817	2/25/26	CHK	99999	KRISTIN KAYFES	Credit Balance Refund	558.97
91818	2/25/26	CHK	99999	CARL W KNOWLES	Credit Balance Refund	200.00
91819	2/25/26	CHK	99999	LEAH M LANGLOIS	Credit Balance Refund	300.00
91820	2/25/26	CHK	99999	SHIRLEY F MARTIN	Credit Balance Refund	425.00

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01/31/2026 To 03/01/2026

**Bank Account: 2 - BPUD Accounts Payable Warrants**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
91821 2/25/26	CHK	99999	PAMELA J MCCULLOUGH	Credit Balance Refund	325.00
91822 2/25/26	CHK	99999	JORGE MEDINA	Credit Balance Refund	13.11
91823 2/25/26	CHK	99999	SAVANNAH SCHOENSTRA	Credit Balance Refund	43.76

**Total Payments for Payment Type - CHK:** (115) 361,067.93

**Total Voids for Payment Type - CHK:** (3) 770.55

**Total for Payment Type - CHK:** (118) 361,838.48

**Total Payments for Bank Account - 2 :** (115) 361,067.93

**Total Voids for Bank Account - 2 :** (3) 770.55

**Total for Bank Account - 2 :** (118) 361,838.48

**Grand Total for Payments :** (259) 3,911,391.73

**Grand Total for Voids :** (4) 8,570.55

**Grand Total :** (263) 3,919,962.28

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
7517 2/3/26	WIRE	199	WASH STATE DEPT REVENUE-LEASEH	4th Qtr Leasehold Tax	37,674.68
				Adjustment per DOR Website	0.04
<b>Total for Check/Tran - 7517:</b>					37,674.72
7518 2/5/26	WIRE	925	KLICKITAT COUNTY PUD	Transmission Revenue	4,026.64
7519 2/6/26	WIRE	169	ENERGY NORTHWEST	Purchased Power	42,486.75
				Fiber Lease	443.49
<b>Total for Check/Tran - 7519:</b>					42,930.24
7522 2/11/26	WIRE	246	BONNEVILLE POWER ADMIN	Purchased Power	53,071.00
				Purchased Power	87,101.00
<b>Total for Check/Tran - 7522:</b>					140,172.00
7523 2/11/26	WIRE	2205	UNITED STATES TREASURY	Federal Income Tax	19,751.21
				Medicare - Employee	1,375.80
				Medicare - Employer	1,375.80
				Social Security - Employee	5,882.73
				Social Security - Employer	5,882.73
<b>Total for Check/Tran - 7523:</b>					34,268.27
7524 2/12/26	WIRE	2205	UNITED STATES TREASURY	Federal Income Tax	81,087.54
				Medicare - Employee	10,523.30
				Medicare - Employer	10,523.30
				Social Security - Employee	44,995.90
				Social Security - Employer	44,995.90
<b>Total for Check/Tran - 7524:</b>					192,125.94
7525 2/12/26	WIRE	171	WASH STATE DEPT RETIREMENT SYS	ER PERS	39,882.95
				PERS Plan 2	35,618.64
				PERS Plan 3A 5% All Ages	1,502.72
				PERS Plan 3B 5% Up to Age 35	247.61
				PERS Plan 3B 6% Age 35-45	160.42
				PERS Plan 3E 10% All Ages	1,501.28

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Bank Account: 1 - Benton PUD ACH/Wire

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
<b>Total for Check/Tran - 7525:</b>					78,913.62
7526 2/13/26	WIRE	1567	MISSIONSQUARE RETIREMENT	457(b) Leave EE Contribution	919.00
				457(b) Roth EE Contribution	20,439.61
				ER Def Comp 401	21,578.92
				ER Def Comp 457	3,336.93
				Plan A 457(b) Employee Contribution	4,371.14
				Plan B 457(b) Employee Contribution	24,675.41
				Plan C 401(a) Option 1 EE Contribution	3,503.99
				Plan C 401(a) Option 2 EE Contribution	2,481.98
				Plan C 401(a) Option 3 EE Contribution	596.03
				Plan C 401(a) Option 4, Step 1 EE Contri	127.69
				Plan C 401(a) Option 4, Step 2 EE Contri	1,114.72
				Plan C 401(a) Option 4, Step 3 EE Contri	2,409.55
				Plan C 401(a) Option 4, Step 4 EE Contri	1,190.93
				Plan C 401(a) Option 5, Step 4 EE Contri	1,442.04
				Plan C 457(b) Employee Contribution	6,221.30
				457 EE Loan Repayment #1	3,881.10
				457 EE Loan Repayment #2	679.39
				457 EE Loan Repayment #3	57.03
				457 EE Loan Repayment #4	71.97
				457 EE Loan Repayment #5	96.34
<b>Total for Check/Tran - 7526:</b>					99,195.07
7527 2/13/26	WIRE	171	WASH STATE DEPT RETIREMENT SYS	ER PERS	5,294.49
				PERS Plan 2	5,104.71
<b>Total for Check/Tran - 7527:</b>					10,399.20
7528 2/17/26	WIRE	436	BANK OF AMERICA	Banking Fees	1,388.85
7529 2/17/26	WIRE	2570	THE ENERGY AUTHORITY, INC.	Purchased Power	32,784.79
7532 2/4/26	WIRE	10084	CITI MERCHANT SERVICES	Merchant Fees	36,481.72

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**Bank Account: 1 - Benton PUD ACH/Wire**

Check / Tran	Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
7535	2/20/26	WIRE	2902	WHITE CREEK WIND I, LLC	Purchased Power	9,185.00
7536	2/20/26	WIRE	3875	EMERALD CITY RENEWABLES LLC	Renewable Energy Transfer	109,282.11
7537	2/20/26	WIRE	169	ENERGY NORTHWEST	Purchased Power	134,882.51
7538	2/26/26	WIRE	2205	UNITED STATES TREASURY	Federal Income Tax	77,698.90
					Medicare - Employee	10,271.78
					Medicare - Employer	10,271.78
					Social Security - Employee	43,920.98
					Social Security - Employer	43,920.98
<b>Total for Check/Tran - 7538:</b>						186,084.42
7539	2/26/26	WIRE	171	WASH STATE DEPT RETIREMENT SYS	ER PERS	39,639.80
					PERS Plan 2	35,332.50
					PERS Plan 3A 5% All Ages	1,498.49
					PERS Plan 3B 5% Up to Age 35	260.93
					PERS Plan 3B 6% Age 35-45	160.42
					PERS Plan 3E 10% All Ages	1,579.22
<b>Total for Check/Tran - 7539:</b>						78,471.36
7540	2/26/26	WIRE	207	WASH STATE DEPT REVENUE-PROPER	2025 Privilege Tax	2,900,029.01
7541	2/26/26	WIRE	246	BONNEVILLE POWER ADMIN	Purchased Power	4,850,389.00
7542	2/26/26	WIRE	424	WASH STATE DEPT REVENUE-EXCISE	Utility Tax	448,047.61
					Use Tax	16,068.53
					Retailing & Wholesaling Tax	972.80
					Service Tax	24,353.03
<b>Total for Check/Tran - 7542:</b>						489,441.97
7543	2/26/26	WIRE	2205	UNITED STATES TREASURY	Federal Income Tax	17,719.19
					Medicare - Employee	1,167.86
					Medicare - Employer	1,167.86
					Social Security - Employee	4,993.60

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Bank Account: 1 - Benton PUD ACH/Wire

Check / Tran Date	Pmt Type	Vendor	Vendor Name	Reference	Amount
				Social Security - Employer	4,993.60
<b>Total for Check/Tran - 7543:</b>					30,042.11
7544 2/27/26	WIRE	1567	MISSIONSQUARE RETIREMENT	457(b) Leave EE Contribution	919.00
				457(b) Roth EE Contribution	19,852.52
				ER Def Comp 401	21,492.34
				ER Def Comp 457	3,326.28
				Plan A 457(b) Employee Contribution	4,371.14
				Plan B 457(b) Employee Contribution	24,675.41
				Plan C 401(a) Option 1 EE Contribution	3,503.99
				Plan C 401(a) Option 2 EE Contribution	2,481.98
				Plan C 401(a) Option 3 EE Contribution	596.03
				Plan C 401(a) Option 4, Step 1 EE Contri	127.69
				Plan C 401(a) Option 4, Step 2 EE Contri	1,114.72
				Plan C 401(a) Option 4, Step 3 EE Contri	2,409.55
				Plan C 401(a) Option 4, Step 4 EE Contri	1,190.93
				Plan C 401(a) Option 5, Step 4 EE Contri	1,345.44
				Plan C 457(b) Employee Contribution	6,471.48
				457 EE Loan Repayment #1	3,881.10
				457 EE Loan Repayment #2	679.39
				457 EE Loan Repayment #3	57.03
				457 EE Loan Repayment #4	71.97
				457 EE Loan Repayment #5	96.34
<b>Total for Check/Tran - 7544:</b>					98,664.33

<b>Total Payments for Bank Account - 1 :</b>	(22)	9,596,832.88
<b>Total Voids for Bank Account - 1 :</b>	(0)	0.00
<b>Total for Bank Account - 1 :</b>	(22)	9,596,832.88



**BENTON PUD - RESIDENTIAL CONSERVATION REBATE DETAIL**

<u>Date</u>	<u>Customer</u>	<u>Rebate Amount</u>	<u>Rebate Description</u>
02/12/2026	JOHN R LESCHINSKI	\$ 30.00	Rebate - Cothes Washer
02/12/2026	BYRON G SMITH	\$ 30.00	Rebate - Cothes Washer
02/12/2026	JOHN R LESCHINSKI	\$ 50.00	Rebate - Clothes Dryer
02/12/2026	BYRON G SMITH	\$ 50.00	Rebate - Clothes Dryer
02/05/2026	DAVID BAILEY	\$ 900.00	Rebate - Heat Pump Water Heater
02/05/2026	DAVID BAILEY	\$ 900.00	Rebate - Heat Pump Water Heater
02/12/2026	SAGE HALE	\$ 100.00	Rebate - Smart Thermostat

\$ 2,060.00

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# ACCOUNTS PAYABLE CC/E-PAYMENT CHARGES

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1357	12/17/2025	1081	Credit Card	11 - Finance & Business Serv	1091	BLACKWELL, LURII	1091	AMAZON MKTPL*M91	Office Supplies - Magnets	13.03
<b>Total for Tran-1357:</b>										13.03
1358	12/24/2025	1087	Credit Card	31 - Operations	11093	BECKER, NICOLE M	11093	BRADY WORLDWIDE I	OPS - Permanent Labels	467.76
	12/22/2025	1087					11093	IEEE PRODUCTS & SE	IEEE Renewal for Steve Hunt	272.00
<b>Total for Tran-1358:</b>										739.76
1359	12/29/2025	1083	Credit Card	17 - Contracts & Purchasing	3213	LANPHEAR, JUSTIN L	3213	WCP SOLUTIONS COR	Printer Paper	1,759.30
<b>Total for Tran-1359:</b>										1,759.30
1360	12/30/2025	1089	Credit Card	35 - Operations - Transforme	10427	DAVIS, ROBERT J	10427	OXARC - SPOKANE - O	SF6 Gas bottle yearly lease	103.36
	12/31/2025	1089					10427	AMAZON MKTPL*UT0	replacement arbor for hole pu	49.68
	12/29/2025	1089					10427	KIE SUPPLY - KENNE	shop stock - bushings, pvc co	119.18
	12/22/2025	1089					10427	TACOMA SCREW PRO	taps and dies for shop stock	432.76
<b>Total for Tran-1360:</b>										704.98
1361	12/23/2025	1097	Credit Card	ST10 - Storm Card #10	1654	CRAMER, BRIAN M	1654	LS JOBS NURSERY LL	Jobs - Tree Replacement Corr	97.29
	10/14/2025	1097					1654	LS JOBS NURSERY LL	Jobs - Refund on Trees	-97.29
	12/31/2025	1097					1654	ISA	ISA Certified Arborist Renew	285.00
<b>Total for Tran-1361:</b>										285.00
1362	12/29/2025	1086	Credit Card	32 - Operations - Line Depart	10940	PURDOM, GABRIELLE J	10940	INT CONCRETE & ASP	FUEL CHARGE FOR 12/11	19.77
<b>Total for Tran-1362:</b>										19.77
1363	12/30/2025	1082	Credit Card	44 - Customer Service	2563	MAKI, KIMBERLEE R	2563	TRI-CITY HERALD CIR	2026 yearly Tri-City Herald s	455.99
	12/17/2025	1082					2563	FP MAILING SOLUTIO	Kennewick Mail Machine Re	169.73
<b>Total for Tran-1363:</b>										625.72
1364	12/30/2025	1090	Credit Card	36 - Operations - Maintenanc	10608	PATRICK, GEORGE M	10608	(PC) 3627 CED	LED light and adaptors	533.05
	12/29/2025	1090					10608	THE HOME DEPOT #47	teflon tape,ball valve	44.64
	12/17/2025	1090					10608	FAIRBANK EQUIPMEN	sprayer nozzles	3.08
	12/22/2025	1090					10608	THE HOME DEPOT #47	brass cap	3.22
	12/18/2025	1090					10608	WILBUR ELLIS PASCO	spray chemicals	2,567.32
	12/31/2025	1090					10608	THE HOME DEPOT #47	chaulking	15.21
<b>Total for Tran-1364:</b>										3,166.52

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1365	12/17/2025	1080	Credit Card	01 - Executive	11080	SENSIBAUGH, SHANNON	11080	AMAZON.COM*NV9T	360 United Way Random Dra	100.00
	12/16/2025	1080					11080	CG CATERING	Exec Offsite Catering & Rent	333.30
	12/31/2025	1080					11080	TARGET.COM	1st Pl Team Gameday Challe	50.00
	12/31/2025	1080					11080	AMAZON.COM*KC8Y2	1st Pl Team Gameday Chal-N	100.00
	12/16/2025	1080					11080	CG PUBLIC HOUSE	Exec Team Offsite Meeting F	163.60
	12/17/2025	1080					11080	LINKEDIN JOB P994035	LinkedIn Job Post - Meter/Jou	211.07
	12/31/2025	1080					11080	FACEBK *DN2BB9VA3	Social Media Ads - Dahl	68.27
	12/15/2025	1080					11080	TOWN AND COUNTRY	Prosser Record New Year's 2	83.00
	12/18/2025	1080					11080	THE TROPHY SHOPPE	2026 Service Award Plaque	266.32
<b>Total for Tran-1365:</b>										1,375.56
1366	12/16/2025	1093	Credit Card	39 - Operations - Warehouse	11216	WELLENBROCK, SARAH E	11216	GRAINGER	Cleaning Towels	165.74
	12/16/2025	1093					11216	GRAINGER	Battery Li-Ion	1,629.08
	12/15/2025	1093					11216	AMAZON MKTPL*LV3	Terry Gloves	101.61
	12/15/2025	1093					11216	AMAZON MKTPL*LV3	Drill Bits	55.05
	12/18/2025	1093					11216	ARNETT INDUSTRIES	Fault Locator & Battery Adap	2,794.21
	12/27/2025	1093					11216	AMAZON MKTPL*L80	Snow Shovels	212.14
	12/16/2025	1093					11216	BATTERIES PLUS #025	Batteries	90.53
	12/18/2025	1093					11216	BT *NASCO INDUST	Rain Outerwear FR	2,267.09
	12/18/2025	1093					11216	AMAZON MKTPL*BN8	Chain Drum Lifter	221.94
	12/25/2025	1093					11216	ULINE *SHIP SUPPLIE	Toilet Paper & Multi-Fold To	4,076.06
	12/14/2025	1093					11216	BURGER KING #14330	Early Call Out Meal	27.20
	12/17/2025	1093					11216	THE HOME DEPOT #47	Small Tools - Flip Knives, Ho	211.62
	12/23/2025	1093					11216	DOL - PROFESSIONAL	Notary License - Wellenbroc	40.00
	12/30/2025	1093					11216	NORMED	First Aid Supplies	161.94
	12/17/2025	1093					11216	GRAINGER	Wrenches	491.30
	12/31/2025	1093					11216	J HARLEN CO INC	Socket & Adapter	824.05
	12/23/2025	1093					11216	BATTERIES PLUS #025	batteries	162.81
	12/20/2025	1093					11216	AMAZON MKTPL*KB2	Power Inverter	76.14
	12/23/2025	1093					11216	GRIGGS ACE KENNEW	Vacuum & Extension Ladder	380.78
<b>Total for Tran-1366:</b>										13,989.29

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# ACCOUNTS PAYABLE CC/E-PAYMENT CHARGES

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1367	12/22/2025	1085	Credit Card	15 - IT Infrastructure	3259	CRUM, DUANE P	3259	FS COM INC	Credit High-Flex Ethernet Ne	-179.53
	12/18/2025	1085					3259	FS COM INC	High-Flex Ethernet Network	179.53
	12/31/2025	1085					3259	HACKTHEBOX	HackTheBox academy renew	1,260.00
	12/16/2025	1085					3259	EXCEL MICRO LLC	Google Suite 26'	420.00
	12/18/2025	1085					3259	COURSERA.ORG	Machine learning monthly su	53.31
	12/23/2025	1085					3259	SPECTRUM	Backup Internet	139.99
	12/22/2025	1085					3259	AMAZON MKTPL*ZG1	10 foot 10 pack, Cat 8 cables	39.27
<b>Total for Tran-1367:</b>										1,912.57
1368	12/30/2025	1092	Credit Card	37 - Operations - (Support Sv	2026	KINTZLEY, ROY D	2026	O'REILLY 3630	credit, core return	-43.52
	12/31/2025	1092					2026	O'REILLY 3630	credit, parts return	-87.04
	12/17/2025	1092					2026	O'REILLY 3630	credit, part return	-11.48
	12/22/2025	1092					2026	O'REILLY 3630	credit, parts return	-34.58
	12/23/2025	1092					2026	O'REILLY 3630	credit, parts return	-377.39
<b>Total for Tran-1368:</b>										-554.01

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1369	12/31/2025	1092	Credit Card	37 - Operations - (Support Sv	2026	KINTZLEY, ROY D	2026	JIMS PACIFIC GARAGE	#187, DEF heater	97.46
	12/16/2025	1092					2026	CORWIN FORD TRI-CI	#175, sensor	121.75
	12/23/2025	1092					2026	O'REILLY 3630	#218, air filter	22.99
	12/30/2025	1092					2026	O'REILLY 3630	#198, brake pads & rotors	394.16
	12/22/2025	1092					2026	O'REILLY 3630	#100, head light switch	16.05
	12/15/2025	1092					2026	VICS AUTO PARTS & S	#153, switches	60.99
	12/29/2025	1092					2026	JIMS PACIFIC GARAGE	#166, speed sensor	209.58
	12/22/2025	1092					2026	HARBOR FREIGHT TO	#185, swabs	6.52
	12/15/2025	1092					2026	COBALT TRUCK EQUI	#201, bin door	163.06
	12/17/2025	1092					2026	O'REILLY 3630	#171, pedal sensor	184.54
	12/29/2025	1092					2026	O'REILLY 3630	#175, temp sender & oil swite	22.90
	12/31/2025	1092					2026	SP LANGMUIR SYSTE	shop tool, plasma table	4,909.02
	12/29/2025	1092					2026	O'REILLY 3630	#184, alternator	321.56
	12/22/2025	1092					2026	O'REILLY 3630	#20, alternator	157.85
	12/29/2025	1092					2026	ARG-CENTRAL HOSE	#166, hyd hose	39.98
	12/30/2025	1092					2026	O'REILLY 3630	#198, bearing hub	690.58
	12/22/2025	1092					2026	O'REILLY 3630	#100, headlight switch	34.58
	12/16/2025	1092					2026	CORWIN FORD TRI-CI	#175, cover	8.69
	12/31/2025	1092					2026	CORWIN FORD TRI-CI	#175, hose	223.82
	12/31/2025	1092					2026	CASADAY BEELINE S	#198, wheel alignment	125.68
	12/16/2025	1092					2026	TRUCK PRO	#228, tool box latch	157.98
	12/29/2025	1092					2026	CORWIN FORD TRI-CI	#175, hoses	214.74
	12/30/2025	1092					2026	O'REILLY 3630	#198, brake caliper	346.72
	12/30/2025	1092					2026	THE HOME DEPOT #47	shop tool, tool batteries & Rat	932.38
	12/22/2025	1092					2026	O'REILLY 3630	#100, light knob	24.36
	12/30/2025	1092					2026	O'REILLY 3630	#175, oil seperator & belt	219.24
	12/15/2025	1092					2026	AG BODY INC	#230, deposit on tool box	756.89
	12/23/2025	1092					2026	O'REILLY 3630	#218, marker lights	37.43
<b>Total for Tran-1369:</b>										10,501.50
1370	12/26/2025	1084	Credit Card	21 - Engineering	10011	HIGHTOWER, ANNA M	10011	AMAZON MKTPL*GM3	Amazon Office Supply Resto	48.91
	12/29/2025	1084					10011	ODP BUS SOL LLC # 10	ODP Business Office Supply	59.75
	12/29/2025	1084					10011	AMAZON MKTPL*3331	Amazon Office Supply Resto	165.54
<b>Total for Tran-1370:</b>										274.20

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**ACCOUNTS PAYABLE  
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**CC/E-Payment Vendor:** 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1371	12/22/2025	1098	Credit Card	TRAV - Travel Card	1017	NEWELL, PAULA A	1017	AGENT FEE 027723979	Agent Fee - Massey Energy	37.00
	12/18/2025	1098					1017	ENTERPRISE RENT-A-	Car Rental- Dunn Wyoming	54.61
	12/22/2025	1098					1017	ALASKA AIR 02772397	Airfare - Massey Energy NW	256.61
	12/18/2025	1098					1017	FAIRFIELD INN & SUIT	Hotel - Dunn Wyoming Lowe	140.00
<b>Total for Tran-1371:</b>										488.22
1372	12/17/2025	1091	Credit Card	38 - Operations - Support Svc	10656	FLEENOR, RYAN A	10656	WM_WASTE MGMT -	Waste Management - Leaf Di	65.96
	12/15/2025	1091					10656	WM_WASTE MGMT -	Waste Management - Leaf Di	119.69
	12/16/2025	1091					10656	GRAINGER	Air Filters	642.29
	12/18/2025	1091					10656	(PC) 3627 CED	LED Lamps	53.62
	12/22/2025	1091					10656	BUILDERS HARDWAR	Door opener, safety bar	3,291.37
<b>Total for Tran-1372:</b>										4,172.93
1373	12/19/2025	1095	Credit Card	ST02 - Storm Card #2	11093	BECKER, NICOLE M	11093	SHELL OIL 9300412171	Storm - Clark Public Utility	119.15
	12/17/2025	1095					11093	SHELL OIL 9300412171	Storm - Clark Public Utility G	100.00
	12/19/2025	1095					11093	YE OLDE PUB	Storm - Meals #759499	165.00
	12/17/2025	1095					11093	SHELL OIL 9300412171	Storm - Clark Public Utility G	70.00
	12/19/2025	1095					11093	SHELL OIL 9300412171	Storm - Clark Public Utility G	104.00
<b>Total for Tran-1373:</b>										558.15

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# ACCOUNTS PAYABLE CC/E-PAYMENT CHARGES

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1374	12/20/2025	1096	Credit Card	ST03 - Storm Card #3	11093	BECKER, NICOLE M	11093	PILOT_01195	Storm WO#759518 Snohomi	143.84
	12/18/2025	1096					11093	ARBYS 8771	Storm WO#759518 Snohomis	30.73
	12/20/2025	1096					11093	PILOT 1195	Storm WO#759518 Snohomis	42.12
	12/19/2025	1096					11093	CAMANO CUPS	Storm WO#759518 Snohomis	19.25
	12/18/2025	1096					11093	LOVE'S #0681 INSIDE	Storm WO#759518 Snohomis	83.02
	12/20/2025	1096					11093	ARCO#82880TANG & C	Storm WO#759518 Snohomis	123.52
	12/19/2025	1096					11093	QFC #5879	Storm WO#759518 Snohomis	9.98
	12/20/2025	1096					11093	WICKED BREW EXPRE	Storm WO#759518 Snohomis	24.00
	12/19/2025	1096					11093	QFC #5879	Storm WO#759518 Snohomis	88.33
	12/18/2025	1096					11093	LOVE'S #0681 INSIDE	Storm WO#759518 Snohomis	133.29
	12/19/2025	1096					11093	QFC FUEL #9879 Q	Storm WO#759518 Snohomis	62.93
	12/19/2025	1096					11093	ARCO#07091ARCO #07	Storm WO#759518 Snohomis	3.24
	12/19/2025	1096					11093	QFC #5879	Storm WO#759518 Snohomis	31.01
	12/19/2025	1096					11093	QFC FUEL #9879 Q	Storm WO#759518 Snohomis	225.00
	12/18/2025	1096					11093	PILOT_01195	Storm WO#759518 Snohomis	173.87
	12/20/2025	1096					11093	JIMMY JOHNS 1994	Storm WO#759518 Snohomis	70.01
	12/19/2025	1096					11093	QFC #5879	Storm WO#759518 Snohomis	11.20
<b>Total for Tran-1374:</b>										1,275.34
1375	01/13/2026	1081	Credit Card	11 - Finance & Business Serv	1091	BLACKWELL, LURII	1091	PAYCHECKMANAGER	Form 1099-Misc & 1099-NE	78.50
	01/06/2026	1081					1091	PAYCHECKMANAGER	Form 941 e-file	9.95
	01/13/2026	1081					1091	AMAZON MKTPL*M74	1099 Misc Envelopes	25.84
<b>Total for Tran-1375:</b>										114.29
1376	01/13/2026	1094	Credit Card	51 - Power Management	2250	WELLER, ROXANNE K	2250	HRC*WECC*	WREGIS RECs	6.10
<b>Total for Tran-1376:</b>										6.10
1377	01/01/2026	1084	Credit Card	21 - Engineering	10011	HIGHTOWER, ANNA M	10011	ODP BUS SOL LLC # 10	Office Supplies - 3 Hole Punc	42.09
	01/12/2026	1084					10011	AMERICAN PUBLIC PO	APPA Joint Use Training	900.00
	01/08/2026	1084					10011	ODP BUS SOL LLC # 10	Office Supplies - Business Ca	49.49
	01/13/2026	1084					10011	FRED-MEYER #0163	Crystal Stivers Retirement Re	17.35
	01/14/2026	1084					10011	FRED-MEYER #0163	Crystal Stivers Retirement Re	80.46
	01/06/2026	1084					10011	AMERICAN PUBLIC PO	APPA: Leadership Training -	545.00
<b>Total for Tran-1377:</b>										1,634.39

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1378	01/12/2026	1085	Credit Card	15 - IT Infrastructure	3259	CRUM, DUANE P	3259	AMAZON.COM*ZB57W	Logitech 5/50 USB Speakers	62.60
	01/06/2026	1085					3259	IN *FASTTRACK SOFT	Admin by Request renewal 26	1,795.20
	01/14/2026	1085					3259	AMAZON MKTPL*W22	25ft 1/2 inch cord protectors	16.64
	01/13/2026	1085					3259	AMAZON MKTPL*5606	2 pack iPad Air Screen protec	21.74
	01/02/2026	1085					3259	AMAZON MKTPL*ML7	Wire Clips for cable manage	14.05
	01/14/2026	1085					3259	AMAZON MKTPL*JD8	Cable management for Comm	28.28
	01/06/2026	1085					3259	ISC2.ORG	CISSP cert renewal (Holgate)	135.00
	01/07/2026	1085					3259	PATCH MY PC LLC	Patch My PC renewal 26'	3,215.98
	01/14/2026	1085					3259	NRECA	Tech Advantage - Holbrook/F	3,610.00
	01/04/2026	1085					3259	AMAZON MKTPL*3V6	Adhesive Zip Tie Mounts for	9.78
	01/04/2026	1085					3259	GREETLY	Greetly - Monthly Subscriptio	179.00
	01/07/2026	1085					3259	OPENAI *CHATGPT SU	ChatGPT new user	51.48
<b>Total for Tran-1378:</b>										9,139.75
1379	01/14/2026	1087	Credit Card	31 - Operations	11093	BECKER, NICOLE M	11093	MYELECTCEU	Electrical CEU classes for Jo	45.00
	01/06/2026	1087					11093	OFFICE DEPOT #962	OPS - Office Supplies	31.36
	01/14/2026	1087					11093	MYELECTCEU	OPS - Electrical CEU Classes	65.00
	01/06/2026	1087					11093	OFFICE DEPOT #962	OPS - Office Supplies	96.89
	01/14/2026	1087					11093	NWPPA	OPS - PCB Compliance & ET	1,480.00
	01/13/2026	1087					11093	NRECA	OPS - 2026 Techadvantage fo	1,805.00
	01/14/2026	1087					11093	MYELECTCEU	OPS - Tharp Electrical CEU	45.00
	01/13/2026	1087					11093	NRECA	OPS - 2026 Techadvantage fo	1,805.00
	01/09/2026	1087					11093	WA AGR*SERVICE FE	OPS - Pesticide Renewal Serv	6.00
	01/06/2026	1087					11093	MED*PROSSER PUBLI	OPS - CDL Med Cert for Dan	165.00
	01/09/2026	1087					11093	WA ST DEPT AGRICUL	OPS - Pesticide Renewal 202	200.00
	01/07/2026	1087					11093	ROUND TABLE PIZZA	OPS - Pizza for Annual Duty	272.33
	01/07/2026	1087					11093	FRED-MEYER #0163	OPS - Bottled Water for Supe	4.01
	01/14/2026	1087					11093	MYELECTCEU	OPS - Electrical CEU Classes	65.00
<b>Total for Tran-1379:</b>										6,085.59
1380	01/03/2026	1098	Credit Card	TRAV - Travel Card	1017	NEWELL, PAULA A	1017	ONE OCEAN RESORT	Massey 2026 TEA Symposiu	266.73
<b>Total for Tran-1380:</b>										266.73

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1381	01/13/2026	1088	Credit Card	34 - Operations - Meter Shop	2611	SUNFORD, RICKY L	2611	AMAZON MKTPL*C08	Dewalt Drill and Driver	380.79
	01/14/2026	1088					2611	TACOMA SCREW PRO	Adhesive Mounting Pads	179.25
<b>Total for Tran-1381:</b>										560.04
1382	01/08/2026	1080	Credit Card	01 - Executive	11080	SENSIBAUGH, SHANNON	11080	HOBBY-LOBBY #457	Prosser Chamber Comm. Aw	28.02
	01/12/2026	1080					11080	TRI-CITY REGIONAL C	TC Reg COC 2026 Ann Mtg	650.00
	01/10/2026	1080					11080	ANYPROMO.COM	Mints for Career Fairs & Day	220.04
	01/09/2026	1080					11080	IN *BENTON CITY CH	Benton City COC Membershi	350.00
	01/07/2026	1080					11080	MILLIMAN COMPENS	Salary Surveys - Order#12007	1,191.36
	01/07/2026	1080					11080	SOUTH CENTRAL WA	SCWCA Annual Membersh	50.00
	01/05/2026	1080					11080	PROSSERCHAMBER.O	Prosser Chamber Awards Ban	200.00
	01/05/2026	1080					11080	PAYPAL *IIMC	AI in Municipal Work Virt. T	85.00
	01/07/2026	1080					11080	D J*WSJ	Wall Street Journal - Sanders	42.42
	01/05/2026	1080					11080	SOCIETYFORHUMANR	Annual SHRM Membership -	299.00
	01/08/2026	1080					11080	FRED-MEYER #0163	Prosser Chamber Comm. Aw	8.70
	01/09/2026	1080					11080	B&H PHOTO 800-606-69	Camera Shoulder Strap - Dahl	43.41
	01/01/2026	1080					11080	GOOGLE CLOUD 4LV6	Google Cloud Translation Ser	5.62
	01/05/2026	1080					11080	PAYPAL *IIMC	Mindset Mastery for Leaders	85.00
	01/02/2026	1080					11080	LINKEDIN RECRUITER	LinkedIn Recruiter - Melling	184.95
	01/07/2026	1080					11080	THE TROPHY SHOPPE	Retirement Clock - Stivers +	95.16
	01/07/2026	1080					11080	MILLIMAN COMPENS	Salary Surveys - Order#12006	756.16
	01/05/2026	1080					11080	PAYPAL *WASHINGT	WMCA Annual Conf Reg - D	695.00
	01/12/2026	1080					11080	4 ALL PROMOS	Pens for Career Fairs - Hende	313.50
<b>Total for Tran-1382:</b>										5,303.34
1383	01/07/2026	1092	Credit Card	37 - Operations - (Support Sv	2026	KINTZLEY, ROY D	2026	JIMS PACIFIC GARAGE	credit, parts return	-802.39
	01/08/2026	1092					2026	LITHIA CJD OF TRI-CI	credit, parts return	-130.02
<b>Total for Tran-1383:</b>										-932.41

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1384	01/08/2026	1092	Credit Card	37 - Operations - (Support Sv	2026	KINTZLEY, ROY D	2026	CORWIN FORD TRI-CI	#201, trans gasket & filter	119.63
	01/12/2026	1092					2026	PEAK INDUSTRIAL	#181, hyd tube	94.73
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#198, axle nut	146.55
	01/12/2026	1092					2026	DICA MARKETING CO	outrigger pads	1,452.40
	01/05/2026	1092					2026	MEL'S INTERCITY COL	#201, paint bin door	417.79
	01/05/2026	1092					2026	O'REILLY 3630	#175, air filter	19.89
	01/14/2026	1092					2026	O'REILLY 3630	#228, seal	21.75
	01/14/2026	1092					2026	O'REILLY 3630	#158, radiator	160.39
	01/13/2026	1092					2026	CORWIN FORD TRI-CI	#175, relay tax	3.05
	01/13/2026	1092					2026	J L HYDRAULICS INC	TR1156, control handle	44.34
	01/07/2026	1092					2026	O'REILLY 3630	#175, intercooler tube	238.45
	01/06/2026	1092					2026	O'REILLY 3630	#175, filter & threadlocker	74.20
	01/07/2026	1092					2026	O'REILLY 3630	diesel can	113.13
	01/07/2026	1092					2026	O'REILLY 3630	filters & safety gloves	188.66
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#175, mounting bracket	113.10
	01/06/2026	1092					2026	O'REILLY 3630	#175, alternator	251.65
	01/08/2026	1092					2026	CENTRAL MACHINER	#226, oil cap	34.45
	01/13/2026	1092					2026	O'REILLY 3630	#169, blower motor	64.78
	01/13/2026	1092					2026	O'REILLY 3630	filters & fuses	82.17
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#175, wire assy	521.75
	01/05/2026	1092					2026	JIMS PACIFIC GARAGE	#206, DEF module	802.39
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#175, engine mount bracket	211.66
	01/05/2026	1092					2026	IN *AMERICAN RADIA	#175, clean charge air cooler	166.62
	01/06/2026	1092					2026	O'REILLY 3630	#145, MAF sensor	102.91
	01/06/2026	1092					2026	AUTOBAHN AUTO CA	car washes	50.00
	01/13/2026	1092					2026	O'REILLY 3630	#169, resistor	54.22
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#188, fuel injector kit	693.39
	01/12/2026	1092					2026	CORWIN FORD TRI-CI	#175, relay	34.61
	01/07/2026	1092					2026	JIMS PACIFIC GARAGE	#206, DEF tank	1,353.75
	01/08/2026	1092					2026	CORWIN FORD TRI-CI	#175, pump & separator	199.63
	01/12/2026	1092					2026	JIMS PACIFIC GARAGE	#166, turbo	4,438.95
	01/12/2026	1092					2026	JIMS PACIFIC GARAGE	#166, washer	20.61
	01/09/2026	1092					2026	LAWSON PRODUCTS I	drain plugs, butt connectors	464.53
	01/05/2026	1092					2026	O'REILLY 3630	#189, brake pads	68.76

**Total for Tran-1384:** 55 12,824.89

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Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1385	01/07/2026	1093	Credit Card	39 - Operations - Warehouse	11216	WELLENBROCK, SARAH E	11216	KENNEWICK RANCH	Knee Pad and Aluminum key	31.24
	01/10/2026	1093					11216	J HARLEN CO INC	Twistarp 7x7, lifiting rated 40	1,196.36
	01/12/2026	1093					11216	FERRELL*GAS LP	dock cylinder 29 gal	111.98
	01/06/2026	1093					11216	GRAINGER	Aerosol duster	304.10
	01/01/2026	1093					11216	BIRRIERIA EL SAZON	Outage #289695//Breakfast fo	42.55
	01/06/2026	1093					11216	UNIPUNCH PRODUCTS	Nail & discs	1,746.98
<b>Total for Tran-1385:</b>										3,433.21
1386	01/12/2026	1083	Credit Card	17 - Contracts & Purchasing	10976	BROWN, TYSON C	10976	LEGACY.COM* LEGAL	Call for Bid #26-21-01	121.36
<b>Total for Tran-1386:</b>										121.36
1387	01/08/2026	1090	Credit Card	36 - Operations - Maintenanc	10608	PATRICK, GEORGE M	10608	THE HOME DEPOT #47	painting supplies	32.57
	01/07/2026	1090					10608	THE HOME DEPOT 473	painting supplies	284.71
	01/06/2026	1090					10608	THE HOME DEPOT #47	batteries	45.41
	01/06/2026	1090					10608	GORDON ELECTRIC S	electrical floor box covers	812.10
	01/02/2026	1090					10608	AMAZON MKTPL*J13	white board	43.51
	01/06/2026	1090					10608	THE HOME DEPOT #47	painting supplies	79.83
	01/12/2026	1090					10608	THE HOME DEPOT #47	ext cord reels	143.55
	01/02/2026	1090					10608	AMAZON MKTPL*PJ47	waste oil burner part	292.67
	01/06/2026	1090					10608	SHERWIN-WILLIAMS7	paint	315.96
<b>Total for Tran-1387:</b>										2,050.31
1388	01/14/2026	1091	Credit Card	38 - Operations - Support Svc	10656	FLEENOR, RYAN A	10656	GRAINGER	Air Filters	13.74
	01/12/2026	1091					10656	SUMMIT FIRE AND SE	Fire Extinguishers	1,132.56
	01/12/2026	1091					10656	GRAINGER	Air Filters	697.70
<b>Total for Tran-1388:</b>										1,844.00
1389	01/03/2026	1089	Credit Card	35 - Operations - Transforme	10427	DAVIS, ROBERT J	10427	AMAZON MARK* UF0	tyvek suits and gloves for insi	103.28
	01/02/2026	1089					10427	AMAZON MKTPL*EQ2	replacement part for Greenlee	47.25
	01/05/2026	1089					10427	TACOMA SCREW PRO	shop restock - drill bits, screw	633.12
	01/13/2026	1089					10427	MPC/RODDA KW50	paint for transformers	335.76
	01/13/2026	1089					10427	THE HOME DEPOT #47	bins for xfmr barcodes	108.71
<b>Total for Tran-1389:</b>										1,228.12

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CC/E-Payment Vendor: 3098 - US BANK CORPORATE PAYMENT SYSTEM

Tran	Date	Recon ID	Type	Credit Card/E-Payment	Vendor	Vendor Name	Merchant	Merchant Name	Reference	Amount
1390	01/07/2026	1082	Credit Card	44 - Customer Service	2563	MAKI, KIMBERLEE R	2563	OFFICE DEPOT #1078	Misc office supplies	28.27
	01/06/2026	1082					2563	OFFICE DEPOT #937	Misc office supplies	60.89
	01/06/2026	1082					2563	OFFICE DEPOT #911	Misc office supplies	28.27
	01/08/2026	1082					2563	AMAZON MKTPL*2G0	Misc office supplies	59.80
	01/06/2026	1082					2563	OFFICE DEPOT #1078	Misc office supplies - receipt	619.63
	01/06/2026	1082					2563	OFFICE DEPOT #1078	Misc office supplies	87.45
<b>Total for Tran-1390:</b>										884.31
<b>Total for CC/E-Payment Vendor - 3098: (34)</b>										85,871.85
<b>Grand Total:(34)</b>										\$ 85,871.85



# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Resolution No. 2722, Amending the Merit-Based Salary Administration Plan	
<b>Authored by:</b>	Karen Dunlap	Staff Preparing Item
<b>Presenter:</b>	N/A	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Karen Dunlap	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager/Asst GM
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda <input type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input checked="" type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract/Change Order <input checked="" type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion to approve Resolution No. 2722, Amending the Merit-Based Salary Administration Plan.

**Background/Summary**

In accordance with Resolution No. 2467, the General Manager will submit to the Commission for approval all modifications to the Salary Administration Plan (SAP). The SAP is periodically modified to ensure the District’s structure meets business objectives and that compensation remains competitive. The latest update to the SAP occurred on June 24, 2025 with Resolution No. 2698 that amended the SAP salary ranges.

The General Manager desires to modify certain components of the SAP in accordance with the guidelines set forth in Resolution 2467. Based on analysis of comparable industry and regional labor market data from which the District competes for qualified talent, and the increases in the salaries of benchmarked classifications since June 2025, the General Manager recommends a 3.0% range escalation to base pay salary ranges.

The attached proposed amendment to the SAP includes new and removed position titles and grade changes, including titles resulting from a District reorganization, which took effect on March 2, 2026.

**Recommendation**

Recommend the Commission adopt Resolution No. 2722, Amending the Merit-Based Salary Administration Plan. The attached resolution will supersede Resolution No. 2698.

**Fiscal Impact**

Proposed changes will not have a material impact on the 2026 labor budget.

**RESOLUTION NO. 2722**

March 10, 2026

**A RESOLUTION AMENDING THE MERIT-BASED SALARY ADMINISTRATION PLAN**

WHEREAS, The Commission of Public Utility District No. 1 of Benton County authorized the Total Compensation Philosophy Statement by Resolution No. 2467 on July 24, 2018; AND

WHEREAS, Resolution No. 2467 directed the General Manager to seek Commission approval for all modifications to the Salary Administration Plan (SAP) or Total Compensation Philosophy Statement, AND

WHEREAS, The Commission authorized the General Manager in Resolution 2467, on behalf of the District, to administer a performance evaluation and merit pay program for employees of the District, excluding the General Manager, who are not represented under the Collective Bargaining Agreement, according to the limitations within the Salary Administration Plan which specifies authorized position classifications and salary ranges for position classifications; AND

WHEREAS, The District desires to attract and retain qualified employees to fill authorized positions of the District; AND

WHEREAS, The District desires to reward employee performance results and appropriate behavior with competitive wages; AND

WHEREAS, From time-to-time, the SAP ranges will be evaluated against market data to ensure the District compensation remains competitive: AND

WHEREAS, A compensation analysis of the District's Salary Administration Plan for non-represented position classifications was recently conducted; AND

WHEREAS, A District reorganization including new job titles was communicated by the General Manager to the Commission with an effective date of March 2, 2026, AND

WHEREAS, Resolution No. 2698 amended the SAP effective June 24, 2025 AND

WHEREAS, The General Manager desires to modify certain components of the SAP in accordance with the guidelines set forth in Resolution No. 2467.

NOW, THEREFORE BE IT HEREBY RESOLVED That the Commission of Public Utility District No. 1 of Benton County adopts the attached revised Salary Administration Plan effective March 2, 2026 and continuing.

This Resolution supersedes Resolution No. 2698 amending the SAP effective June 24, 2025.

APPROVED AND ADOPTED by the Commission of Public Utility District No. 1 of Benton County, Washington, at an open public meeting as required by law this 10th day of March 2026.

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Jeffrey D. Hall, President

ATTEST:

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Michael Massey, Secretary

## Salary Administration Plan

*Effective **March 2, 2026** June 24, 2025 and Continuing*

Grade	Position Titles	Minimum Base Pay 84% of Midpoint	Midpoint	Maximum Base Pay 120% of midpoint
<b>1</b>		<b>\$55,027</b>	<b>\$65,508</b>	<b>\$78,610</b>
	No positions currently in this grade	\$53,424	\$63,600	\$76,320
<b>2</b>		<b>\$60,530</b>	<b>\$72,059</b>	<b>\$86,471</b>
	Administrative Assistant I	\$58,766	\$69,960	\$83,952
	Financial Specialist I			
	Human Resources Coordinator I			
	IT Support Specialist I			
	Payroll Specialist I			
<b>3</b>		<b>\$66,583</b>	<b>\$79,265</b>	<b>\$95,118</b>
	Administrative Assistant II	\$64,643	\$76,956	\$92,347
	Communications Specialist I			
	Energy Efficiency Advisor I			
	Financial Specialist II			
	Human Resources Coordinator II			
	IT Support Specialist II			
	Payroll Specialist II			
	Procurement Specialist I			
<b>4</b>		<b>\$73,241</b>	<b>\$87,192</b>	<b>\$104,630</b>
	Applications Analyst I	\$71,108	\$84,652	\$101,582
	Business Analyst I			
	Business Intelligence Analyst I			
	Customer Service Programs Specialist I			
	Energy Efficiency Advisor II			
	Energy Programs Analyst I			
	Financial Analyst I			
	GIS Specialist I			
	HR Generalist I			
	<del>IT System Administrator I</del>			
	Payroll Administrator			
	<del>Procurement Specialist II</del>			
	Records Program Administrator I			
<b>5</b>		<b>\$80,565</b>	<b>\$95,911</b>	<b>\$115,093</b>
	Clerk of the Board / Executive Assistant	\$78,218	\$93,117	\$111,740
	Communications Specialist II			
	Customer Service Programs Specialist II			
	Data Engineer I			
	Electrical Engineer I			
	Energy Efficiency Advisor III			
	Energy Programs Analyst II			
	<del>Executive Assistant to Assistant General Manager</del>			
	Executive Assistant to General Manager			
	HR Generalist II			
	<del>IT System Administrator I</del>			
	<del>Procurement Specialist II</del>			
	Records Program Administrator II			
<b>6</b>		<b>\$88,622</b>	<b>\$105,502</b>	<b>\$126,602</b>
	Applications Analyst II	\$86,040	\$102,429	\$122,915
	Business Analyst II			
	Business Intelligence Analyst II			
	Customer Service Programs Specialist III			
	Financial Analyst II			
	GIS Specialist II			
	IT System Administrator II			
	Power & Energy Programs Analyst II			
	Procurement Administrator			
	Senior Clerk of the Board / Executive Assistant			
	Supervisor of Customer Service			
	Supervisor of Energy Efficiency			

## Salary Administration Plan

*Effective **March 2, 2026** June 24, 2025 and Continuing*

Grade	Position Titles	Minimum Base Pay 84% of Midpoint	Midpoint	Maximum Base Pay 120% of midpoint
<b>7</b>		<b>\$97,484</b>	<b>\$116,052</b>	<b>\$139,262</b>
	Business Analyst III	\$94,644	\$112,672	\$135,206
	<del>Cyber Security Engineer II</del>			
	Data Engineer II			
	Distribution Designer			
	Electrical Engineer II			
	Financial Analyst III			
	HR Generalist III			
	<del>IT Network Engineer II</del>			
	IT System Administrator III			
	<del>OT Network Engineer II</del>			
	Power & Energy Programs Analyst III			
	Senior Communications Specialist			
	Supervisor of Executive Administration /Clerk of the Board			
<b>8</b>		<b>\$107,232</b>	<b>\$127,657</b>	<b>\$153,188</b>
	Applications Analyst III	\$104,109	\$123,939	\$148,727
	Business Intelligence Analyst III			
	<del>IT Network Engineer II</del>			
	<del>IT Security Engineer II</del>			
	Manager of Prosser Branch			
	Manager of Warehouse and Facilities			
	<del>OT Network Engineer II</del>			
	<del>Physical Security Coordinator II</del>			
	<del>Senior Distribution Designer</del>			
	Supervisor of Customer Engineering			
	Utility Tree Coordinator			
<b>9</b>		<b>\$117,955</b>	<b>\$140,423</b>	<b>\$168,508</b>
	<del>Cyber Security Engineer III</del>	\$114,520	\$136,333	\$163,600
	Data Engineer III			
	Electrical Engineer III			
	IT Network Engineer III			
	<del>IT Security Engineer III</del>			
	IT Systems Engineer			
	Manager of Government and Community Relations			
	Manager of Communications and Customer Engagement			
	Manager of Customer Service			
	<del>Manager of Procurement</del>			
	OT Network Engineer III			
	<del>Physical Security Coordinator III</del>			
	<del>Senior Distribution Designer</del>			
	Supervisor of Accounting			
	Supervisor of Distribution Design			
	<del>Supervisor of Human Resources</del>			
	Supervisor of Risk Management & Treasury Operations			
	<del>Superintendent of Support Services</del>			
	Utility Safety Manager			
<b>10</b>		<b>\$126,213</b>	<b>\$150,253</b>	<b>\$180,304</b>
	Manager of Accounting	\$122,536	\$145,876	\$175,051
	Manager of Conservation & Renewable Energy Programs			
	Manager of Human Resources			
	<del>Manager of Procurement</del>			
	Manager of Risk Management & Treasury Operations			
	Senior Engineer			
	Supervisor of <del>Business Applications-Applied Technology</del>			
	Supervisor of Data & Analytics			
	Supervisor of IT Infrastructure			
	Supervisor of System Engineering			

## Salary Administration Plan

*Effective **March 2, 2026** June 24, 2025 and Continuing*

Grade	Position Titles	Minimum Base Pay 84% of Midpoint	Midpoint	Maximum Base Pay 120% of midpoint
<b>11</b>		<b>\$135,048</b>	<b>\$160,771</b>	<b>\$192,925</b>
	Assistant Superintendent of Transmission & Distribution	<b>\$131,113</b>	<b>\$156,087</b>	<b>\$187,304</b>
	Manager of <del>Business Applications-Applied Technology</del>			
	Manager of Data & Analytics			
	Manager of IT Infrastructure			
	Superintendent of Operations			
<b>12</b>		<b>\$144,501</b>	<b>\$172,025</b>	<b>\$206,430</b>
	Director of Conservation and Distributed Resources	<b>\$140,291</b>	<b>\$167,013</b>	<b>\$200,416</b>
	Director of Customer Programs & Service			
	<del>Director of Executive Administration (3)</del>			
	Director of Human Resources and Communications			
	Manager of Power Supply and Transmission Service			
	Manager of System Engineering			
	<del>Senior Manager of Applied Technology</del>			
	Superintendent of Transmission & Distribution			
<b>13</b>		<b>\$166,176</b>	<b>\$197,829</b>	<b>\$237,395</b>
	Director of Customer Service & Treasury Operations	<b>\$161,335</b>	<b>\$192,065</b>	<b>\$230,478</b>
	Director of Engineering (4)			
	Director of Finance & Business Services (3)			
	Director of IT & Broadband Services			
	Director of Operations (1)			
	Director of Power Management			
<b>14</b>		<b>\$191,103</b>	<b>\$227,503</b>	<b>\$273,004</b>
	Assistant General Manager (1)	<b>\$185,535</b>	<b>\$220,875</b>	<b>\$265,050</b>
	Chief Financial Officer			
	Chief Operating Officer			
	<del>Senior Director of Engineering &amp; Operations (1) (2)</del>			
	<del>Senior Director of Finance and Executive Administration (3)</del>			

### Administration of Salary Plan:

1. Employees in Grades 1 - 12 may receive base pay increases to the maximum of 120% of the midpoint of the salary grade.
2. Employees in Grade 13 are limited as follows: Employee's base salary (excluding duty supervisor compensation) cannot exceed 90% of the General Manager's base salary.
3. Employees in Grade 14 are limited as follows: Employee's base salary (excluding duty supervisor compensation) cannot exceed 95% of the General Manager's base salary.
4. Temporary title and corresponding pay may be granted to the Administrative Assistant of the director assigned to an AGM support role when position qualifications are met; if/when AGM role is removed or transferred, this title and additional pay may be removed from person temporarily assigned to the support role.
5. Employees who exceed the salary range as identified in 1, 2, and 3 above are not eligible to receive base pay increases. In certain situations, such as a reclassification of a job title to a different grade, the General Manager may authorize base pay above the maximum salary range. Employees who exceed the salary range will have his/her salary red circled and will not be eligible for a base salary increase until the salary structure is adjusted and his/her salary is again within the range of the salary grade.

~~(1) Currently the Senior Director of Engineering & Operations also fills the Director of Engineering and Director of Operations positions.~~

~~(1) Currently the Senior Director of Engineering and Operations also fills the Assistant General Manager position also fills the Director of Operations position.~~

~~(3) Currently the Senior Director of Finance and Executive Administration also fills the Director of Finance & Business Services and Director of Executive Administration positions.~~

**Salary Administration Plan**  
**Effective March 2, 2026 and Continuing**

<b>Grade</b>	<b>Position Titles</b>	<b>Minimum Base Pay 84% of Midpoint</b>	<b>Midpoint</b>	<b>Maximum Base Pay 120% of midpoint</b>
<b>1</b>	No positions currently in this grade	<b>\$55,027</b>	<b>\$65,508</b>	<b>\$78,610</b>
<b>2</b>	Administrative Assistant I Financial Specialist I Human Resources Coordinator I IT Support Specialist I Payroll Specialist I	<b>\$60,530</b>	<b>\$72,059</b>	<b>\$86,471</b>
<b>3</b>	Administrative Assistant II Communications Specialist I Energy Efficiency Advisor I Financial Specialist II Human Resources Coordinator II IT Support Specialist II Payroll Specialist II Procurement Specialist I	<b>\$66,583</b>	<b>\$79,265</b>	<b>\$95,118</b>
<b>4</b>	Applications Analyst I Business Analyst I Business Intelligence Analyst I Customer Service Programs Specialist I Energy Efficiency Advisor II Energy Programs Analyst I Financial Analyst I GIS Specialist I HR Generalist I Payroll Administrator Records Program Administrator I	<b>\$73,241</b>	<b>\$87,192</b>	<b>\$104,630</b>
<b>5</b>	Clerk of the Board / Executive Assistant Communications Specialist II Customer Service Programs Specialist II Data Engineer I Electrical Engineer I Energy Efficiency Advisor III Energy Programs Analyst II Executive Assistant to General Manager HR Generalist II IT System Administrator I Procurement Specialist II Records Program Administrator II	<b>\$80,565</b>	<b>\$95,911</b>	<b>\$115,093</b>
<b>6</b>	Applications Analyst II Business Analyst II Business Intelligence Analyst II Customer Service Programs Specialist III Financial Analyst II GIS Specialist II IT System Administrator II Power & Energy Programs Analyst II Procurement Administrator Senior Clerk of the Board / Executive Assistant Supervisor of Customer Service Supervisor of Energy Efficiency	<b>\$88,622</b>	<b>\$105,502</b>	<b>\$126,602</b>

**Salary Administration Plan**  
**Effective March 2, 2026 and Continuing**

<b>Grade</b>	<b>Position Titles</b>	<b>Minimum Base Pay 84% of Midpoint</b>	<b>Midpoint</b>	<b>Maximum Base Pay 120% of midpoint</b>
<b>7</b>	Business Analyst III Data Engineer II Distribution Designer Electrical Engineer II Financial Analyst III HR Generalist III IT System Administrator III Power & Energy Programs Analyst III Senior Communications Specialist Supervisor of Executive Administration /Clerk of the Board	<b>\$97,484</b>	<b>\$116,052</b>	<b>\$139,262</b>
<b>8</b>	Applications Analyst III Business Intelligence Analyst III IT Network Engineer II IT Security Engineer II Manager of Prosser Branch Manager of Warehouse and Facilities OT Network Engineer II Supervisor of Customer Engineering Utility Tree Coordinator	<b>\$107,232</b>	<b>\$127,657</b>	<b>\$153,188</b>
<b>9</b>	Data Engineer III Electrical Engineer III IT Network Engineer III IT Security Engineer III IT Systems Engineer Manager of Government and Community Relations Manager of Communications and Customer Engagement Manager of Customer Service OT Network Engineer III Senior Distribution Designer Supervisor of Accounting Supervisor of Distribution Design Supervisor of Human Resources Supervisor of Risk Management & Treasury Operations Superintendent of Support Services Utility Safety Manager	<b>\$117,955</b>	<b>\$140,423</b>	<b>\$168,508</b>
<b>10</b>	Manager of Accounting Manager of Conservation & Renewable Energy Programs Manager of Human Resources Manager of Procurement Manager of Risk Management & Treasury Operations Senior Engineer Supervisor of Applied Technology Supervisor of Data & Analytics Supervisor of IT Infrastructure Supervisor of System Engineering	<b>\$126,213</b>	<b>\$150,253</b>	<b>\$180,304</b>

**Salary Administration Plan**  
**Effective March 2, 2026 and Continuing**

Grade	Position Titles	Minimum Base Pay 84% of Midpoint	Midpoint	Maximum Base Pay 120% of midpoint
<b>11</b>	Assistant Superintendent of Transmission & Distribution Manager of Applied Technology Manager of Data & Analytics Manager of IT Infrastructure Superintendent of Operations	<b>\$135,048</b>	<b>\$160,771</b>	<b>\$192,925</b>
<b>12</b>	Director of Conservation and Distributed Resources Director of Customer Programs & Service Director of Human Resources and Communications Manager of Power Supply and Transmission Service Manager of System Engineering Superintendent of Transmission & Distribution	<b>\$144,501</b>	<b>\$172,025</b>	<b>\$206,430</b>
<b>13</b>	Director of Engineering Director of Customer Service & Treasury Operations Director of Finance & Business Services Director of IT & Broadband Services Director of Operations (1) Director of Power Management	<b>\$166,176</b>	<b>\$197,829</b>	<b>\$237,395</b>
<b>14</b>	Assistant General Manager (1) Chief Financial Officer Chief Operating Officer	<b>\$191,103</b>	<b>\$227,503</b>	<b>\$273,004</b>

<b>Administration of Salary Plan:</b>
<i>1. Employees in Grades 1 - 12 may receive base pay increases to the maximum of 120% of the midpoint of the salary grade.</i>
<i>2. Employees in Grade 13 are limited as follows: Employee's base salary (excluding duty supervisor compensation) cannot exceed 90% of the General Manager's base salary.</i>
<i>3. Employees in Grade 14 are limited as follows: Employee's base salary (excluding duty supervisor compensation) cannot exceed 95% of the General Manager's base salary.</i>
<i>4. Temporary title and corresponding pay may be granted to the Administrative Assistant of the director assigned to an AGM support role when position qualifications are met; if/when AGM role is removed or transferred, this title and additional pay may be removed from person temporarily assigned to the support role.</i>
<i>5. Employees who exceed the salary range as identified in 1, 2, and 3 above are not eligible to receive base pay increases. In certain situations, such as a reclassification of a job title to a different grade, the General Manager may authorize base pay above the maximum salary range. Employees who exceed the salary range will have his/her salary red circled and will not be eligible for a base salary increase until the salary structure is adjusted and his/her salary is again within the range of the salary grade.</i>
<b>(1) Currently the Assistant General Manager position also fills the position of Director of Operations.</b>



# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	WO Approval – 748776 – Highland Village Apartments Cable Replacement Project	
<b>Authored by:</b>	Jeff Vosahlo	Staff Preparing Item
<b>Presenter:</b>	Michelle Ness	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda <input type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract / Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 748776 – Cable Replacement – Highland Village Apts - 4203 W Kennewick Ave.

**Background/Summary**

The cables to be replaced have been in service for over 40 years and are at the end of their serviceable life. This work order will replace approximately 2,270 circuit feet of underground cable. This work order will install new conduit and associated cable via directional boring and/or conventional trenching. The existing cables are direct buried, unjacketed, with multiple faults qualifying them for the District’s cable replacement program.

**Recommendation**

Approval of work order #748776 will allow the District to replace the existing cables with new conduit and cables improving reliability in the area.

**Fiscal Impact**

The estimated project cost is \$153,678.66 with labor costs of \$142,535.41 and material costs of \$11,143.25. The 2026 Capital Budget includes \$1.7 million for cable replacement.

# Projects to be Presented at the Benton PUD

Commission Meeting On

March 10th, 2026

**Project Name:** Cable Replacement Project

**WO#:** 748776

**Location:** Highland Village Apartments - 4203 W Kennewick Ave

**Justification:** Replace direct bury primary underground cable

## Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	WO Approval – 750763 – W 19 <sup>th</sup> Ave & S Olympia St Cable Replacement Project	
<b>Authored by:</b>	Jeff Vosahlo	Staff Preparing Item
<b>Presenter:</b>	Michelle Ness	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda <input type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract / Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 750763 – Cable Replacement – W 19<sup>th</sup> Ave & S Olympia St.

**Background/Summary**

The cables to be replaced have been in service for over 40 years and are at the end of their serviceable life. This work order will replace approximately 3,375 circuit feet of underground cable. This work order will install new conduit and associated cable via directional boring and/or conventional trenching. The existing cables are direct buried, unjacketed, with multiple faults qualifying them for the District’s cable replacement program.

**Recommendation**

Approval of work order #750763 will allow the District to replace the existing cables with new conduit and cables improving reliability in the area.

**Fiscal Impact**

The estimated project cost is \$266,397.52 with labor costs of \$250,517.50 and material costs of \$15,880.02. The 2026 Capital Budget includes \$1.7 million for cable replacement.

# Projects to be Presented at the Benton PUD

Commission Meeting On

March 10th, 2026

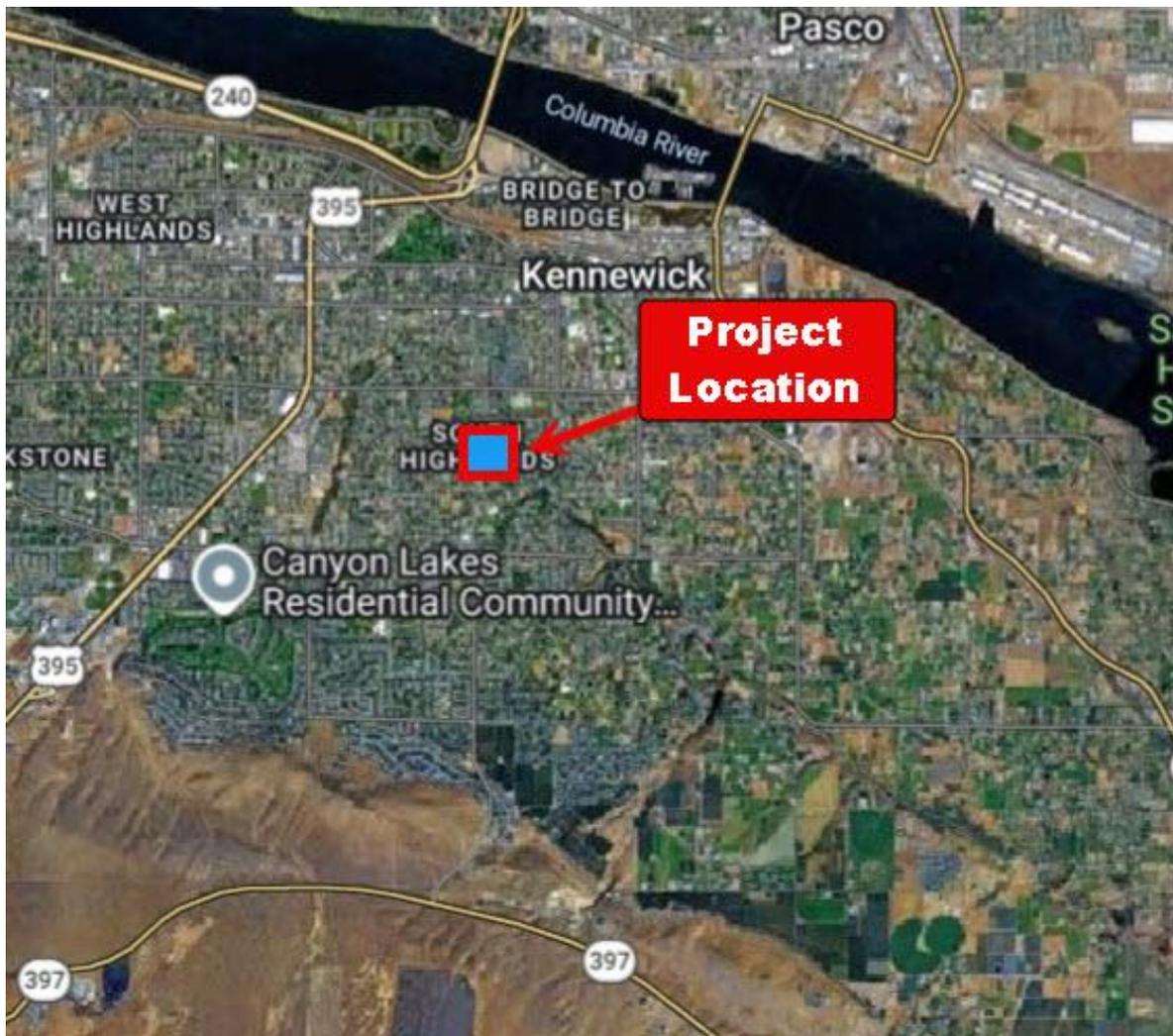
**Project Name:** Cable Replacement Project

**WO#:** 750763

**Location:** W 19<sup>th</sup> Ave & S Olympia St

**Justification:** Replace direct bury primary underground cable

Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	WO Approval – 759846 – Game Farm Rd & Whitney Rd Cable Replacement Project	
<b>Authored by:</b>	Jeff Vosahlo	Staff Preparing Item
<b>Presenter:</b>	Michelle Ness	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda <input type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract / Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 759846 – Cable Replacement - Game Farm Rd & Whitney Rd.

**Background/Summary**

The cables to be replaced have been in service for over 40 years and are at the end of their serviceable life. This work order will replace approximately 2,095 circuit feet of underground cable. This work order will install new conduit and associated cable via directional boring and/or conventional trenching. The existing cables are direct buried, unjacketed, with multiple faults qualifying them for the District’s cable replacement program.

**Recommendation**

Approval of work order #759846 will allow the District to replace the existing cables with new conduit and cables improving reliability in the area.

**Fiscal Impact**

The estimated project cost is \$126,527.59 with labor costs of \$117,087.58 and material costs of \$9,440.01. The 2026 Capital Budget includes \$1.7 million for cable replacement.

# Projects to be Presented at the Benton PUD

Commission Meeting On

March 10th, 2026

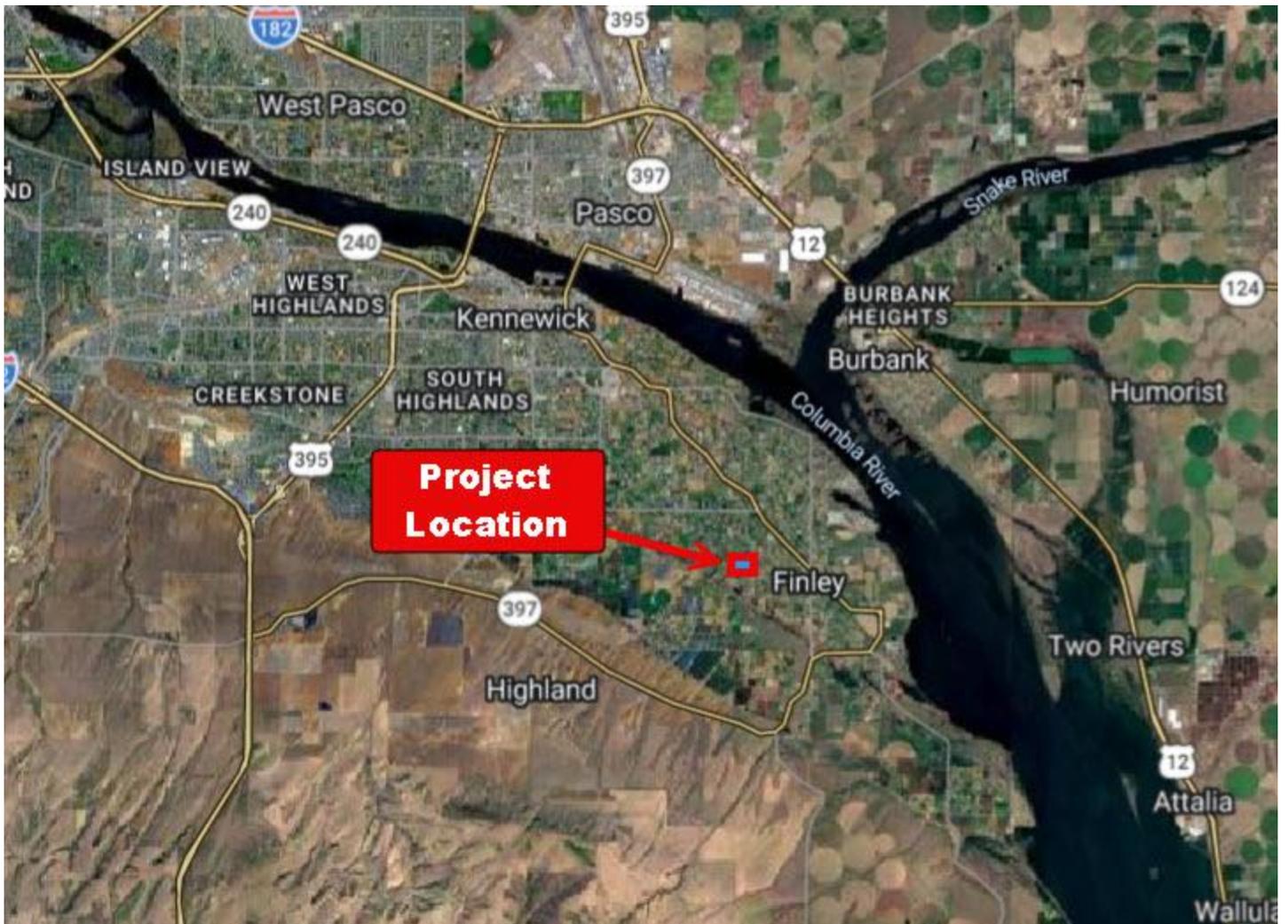
**Project Name:** Cable Replacement Project

**WO#:** 759846

**Location:** Game Farm Rd & Whitney Rd

**Justification:** Replace direct bury primary underground cable

Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	WO Approval – 760511 – Bermuda Rd & E Valencia Dr Cable Replacement Project	
<b>Authored by:</b>	Jeff Vosahlo	Staff Preparing Item
<b>Presenter:</b>	Michelle Ness	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda <input type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract / Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 760511 - Cable replacement - Bermuda Rd. & E Valencia Dr.

**Background/Summary**

The cables to be replaced have been in service for over 40 years and are at the end of their serviceable life. This work order will abandon approximately 2,335 circuit feet of cable. This work order will install new conduit and associated cable via directional boring and/or conventional trenching. The existing cables are direct buried, unjacketed, with multiple faults qualifying them for the District’s cable replacement program.

**Recommendation**

Approval of work order #760511 will allow the District to replace the existing cables with new conduit and cables improving reliability in the area.

**Fiscal Impact**

The estimated project cost is \$137,440.52 with labor costs of \$124,281.52 and material costs of \$13,159.00. The 2026 Capital Budget includes \$1.7 million for cable replacement.

# Projects to be Presented at the Benton PUD

Commission Meeting On

March 10th, 2026

**Project Name:** Cable Replacement Project

**WO#:** 760511

**Location:** Bermuda Rd & E Valencia Dr

**Justification:** Replace direct bury primary underground cable

Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Completion and Acceptance of Contract #22-32-02 Boyd's Tree Service (Year 4)	
<b>Authored by:</b>	Brian Cramer	Staff Preparing Item
<b>Presenter:</b>	Michelle Ochweri	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Jon Meyer	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager

Type of Agenda Item:	Type of Action Needed: <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda	<input checked="" type="checkbox"/> Pass Motion	<input type="checkbox"/> Decision / Direction
<input type="checkbox"/> Business Agenda	<input type="checkbox"/> Pass Resolution	<input type="checkbox"/> Info Only
<input type="checkbox"/> Public Hearing	<input checked="" type="checkbox"/> Contract / Change Order	<input type="checkbox"/> Info Only/Possible Action
<input type="checkbox"/> Other Business	<input type="checkbox"/> Sign Letter / Document	<input type="checkbox"/> Presentation Included

### Motion for Commission Consideration:

Motion authorizing the General Manager on behalf of the District to sign Contract Project Completion and Acceptance for Electric Utility Tree Pruning Vegetation Management by Boyd's Tree Service Contract #22-32-02, (CPO #55156 year four of Contract), in the amount of \$760,388.80 including Washington State sales tax in accordance with RCW 54.04.080.

### Background/Summary

Contract #22-32-02 was originally entered into on January 1, 2022, with Boyd's Tree Service, LLC to provide Electric Utility Tree Pruning Vegetation Management. We have completed year four of the contract with an option to extend it one year.

### Recommendation

The services have been satisfactorily completed, and final invoices and payments have been made for year four (2025) of Contract #22-32-02; therefore, the contract's fourth year of retainage is ready to be released.

### Fiscal Impact

This project completion and acceptance will have no additional fiscal impact on the District. Upon closing this contract, the retainage which was held per the term of the contract will be released.





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Contract Award – Contract # 26-32-01 (WA State DES Contract #13022) – National Auto Fleet Group – Two (2) 2026 Ford Super Duty F-350 Truck with Stahl Service Body Package	
<b>Authored by:</b>	Bob Inman/Jessie Grad	Staff Preparing Item
<b>Presenter:</b>	Steve Hunter	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager

Type of Agenda Item:	Type of Action Needed: <i>(Multiple boxes can be checked, if necessary)</i>	
<input checked="" type="checkbox"/> Consent Agenda	<input checked="" type="checkbox"/> Pass Motion	<input type="checkbox"/> Decision / Direction
<input type="checkbox"/> Business Agenda	<input type="checkbox"/> Pass Resolution	<input type="checkbox"/> Info Only
<input type="checkbox"/> Public Hearing	<input checked="" type="checkbox"/> Contract / Change Order	<input type="checkbox"/> Info Only/Possible Action
<input type="checkbox"/> Other Business	<input type="checkbox"/> Sign Letter / Document	<input type="checkbox"/> Presentation Included

**Motion for Commission Consideration:**

Motion to award Contract #26-32-01 (WA State DES Contract #13022) for two (2) 2026 Ford Super Duty F-350 Truck with Stahl Service Body Package to National Auto Fleet Group, for the total amount of \$239,399.68 plus Washington State sales tax in accordance with RCW 54.04.080.

**Background/Summary**

As part of the District’s annual fleet evaluation, staff review vehicle age, mileage, condition, and operational reliability to determine when replacements are appropriate. Through this process, two foreman trucks were identified as meeting the District’s criteria for replacement in order to maintain a reliable and effective fleet.

The Kennewick Foreman Truck #175 is 15 years old with 138,328 recorded miles and 15,097 engine hours, which converts to an equivalent of 301,940 miles. The Prosser Foreman Truck #168 is 18 years old with 160,032 recorded miles and 9,629 engine hours, which converts to an equivalent of 192,580 miles. Both vehicles continued operation increases the risk of downtime and higher maintenance costs. Replacing these vehicles supports the District’s ability to provide dependable service and ensures the crews have safe and reliable equipment to perform daily operations.

The replacement vehicles will be purchased through the WA State DES Contract #13022. Use of this contract allows the District to leverage competitively bid pricing, streamline the procurement process, and ensure compliance with applicable purchasing requirements. Ordering through WA State DES Contract provides cost efficiency while reducing administrative time associated with separate bidding.

## **Recommendation**

We recommend two (2) 2026 Ford Super Duty F-350 Truck with Stahl Service Body Package be ordered from National Auto Fleet Group per the WA State DES Contract #13022.

## **Fiscal Impact**

The combined cost for two (2) 2026 Ford Super Duty F-350 Truck with Stahl Service Body Package is \$239,399.68. The approved 2026 budget allocates a total of \$190,000 for the purchase of both vehicles. The additional cost will be accommodated through budget adjustments.



Contract # 26-32-01  
(WA State DES #13022)

## **CONTRACT MATERIALS/EQUIPMENT**

This agreement is made and entered into on the 10th day of March 2026, by and between:

**PUBLIC UTILITY DISTRICT NO. 1 OF BENTON COUNTY**, hereinafter referred to as "the District",  
AND  
**NATIONAL AUTO FLEET GROUP** hereinafter referred to as "the Vendor".

WITNESSETH:

That the Vendor for the consideration hereinafter fully set out, and the District, for the consideration of material furnished, agrees that:

1. SCOPE OF WORK: Provide two (2) new/unused 2026 Ford Super Dudy F-350 DRW XL Crew Cab 179" WB 60" CA trucks with Stahl service body upfits, per attached National Auto Fleet Group Quote ID # 41838 R1, in accordance with WA State DES Contract #13022.
2. DELIVERY & ACCEPTANCE:

The Vendor shall deliver both units as described above F.O.B. destination to Washington Auto Carriage (WAC), located at 5301 E. Broadway Ave. Spokane WA 99212, on the Districts behalf for upfit by June 30, 2026; failure to do so may result in damage to the District. Delivery shall be coordinated with WAC and the District two business days prior to delivery.

- Point of contact for WAC: Mike Frank, Service Manager - [mike@waautocarriage.com](mailto:mike@waautocarriage.com), 509-535-0363

Once upfit is complete by WAC, vendor shall deliver both units as described above F.O.B. destination to the District located at 1500 S. Ely St. Kennewick, WA 99337.

- Point of contact for the District: Jessie Grad, Assistant Superintendent of Transmission and Distribution – [gradj@bentonpud.org](mailto:gradj@bentonpud.org), 509-222-9305

Testing and Acceptance of conforming items by the District shall occur within the number of days after delivery as specified in the bid specification (if applicable). Items that fail to meet acceptance criteria as specified in the bid specifications shall be rejected. Acceptance or rejection by the District to the Vendor shall be in writing.



Contract # 26-32-01  
(WA State DES #13022)

3. PAYMENT:

Payment will be made within thirty days of Acceptance by the District or receipt of a valid invoice from the Vendor whichever occurs later.

The District agrees to pay the Vendor for the material/equipment the sum of Two Hundred Thirty-Nine Thousand, Three Hundred Ninety-Nine Dollars and Sixty Eights Cents (\$239,399.68), plus applicable Washington State Sales Tax.

The District agrees to Net 20 terms for the upfit invoicing and Net 30 terms for the cab and chassis.

4. GUARANTEE:

The Vendor guarantees the two (2) new/unused 2026 Ford Super Duty F-350 DRW XL Crew Cab 179" WB 60" CA trucks with upfits against all defects in workmanship and in design as stated on quote # 41838 provided by National Auto Fleet Group.

5. PERFORMANCE BOND:

The Vendor shall furnish, in favor of the District, a Performance Bond as required by the Contract Documents, and this Contract shall not obligate the District until such Performance Bond has been tendered.

**The District is a public entity subject to the disclosure requirements of the Washington Public Records Act of RCW 42.56. The vendor expressly acknowledges and agrees that its proposal and any information vendor submits with its proposal or which vendor submits to the District in its performance of any contract with the District is subject to public disclosure pursuant to the Public Records Act or other applicable law and the District may disclose vendor's proposal and/or accompanying information at its sole discretion in accordance with its obligations under applicable law.**

**The District must comply with the Preservation and Destruction of Public Records RCW 40.14. The vendor expressly acknowledges and agrees that it will maintain all records and documentation related to the contract in accordance with its obligations under applicable law.**

**In the event that the District receives a request pursuant to the Washington Public Records Act, or other legal process requesting or mandating disclosure of any information or documents submitted to the District by vendor, the District's sole obligation shall be to notify the vendor promptly, so that the vendor at vendor's expense and cost, may seek court protection of any of the requested information vendor deems confidential.**



Contract # 26-32-01  
(WA State DES #13022)

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement.

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

**NATIONAL AUTO FLEET GROUP**

BY: \_\_\_\_\_

BY: \_\_\_\_\_

PRINT: \_\_\_\_\_

PRINT: \_\_\_\_\_

TITLE: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

UBI NO. \_\_\_\_\_



Contract # 26-32-01  
(WA State DES #13022)

## PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS: That whereas, **Public Utility District No. 1 of Benton County**, Washington, a municipal corporation, hereinafter designated as the "District", has entered into an agreement dated March 10, 2026, with, **National Auto Fleet Group** hereinafter designated as the "Vendor", providing for two each cab and chassis foreman trucks, for which agreement is on file at the District's office and by this reference is made a part hereof.

NOW, THEREFORE, We, the undersigned Vendor as principal, and a corporation organized and existing under and by virtue of the laws of the State of \_\_\_\_\_ and duly authorized to do a surety business in the State of Washington, as surety, are held and firmly bound into the State of Washington and the District in the sum of

**(\$239,399.68) plus Washington State sales tax**

for the payment of which we do jointly and severally bind ourselves, our heirs, executors, administrators, successors, and assigns by these presents.

THE CONDITIONS OF THIS OBLIGATION are such that if the said principal, his heirs, representatives or successors, shall well and truly keep and observe all of the covenants, conditions, and agreements in said contract and shall faithfully perform all of the provisions of the contract, pay all taxes of the Vendor arising therefrom, and pay all laborers, mechanics, subcontractors, and material men and all persons who shall supply such person or subcontractors with provisions and supplies for carrying on such work, and shall indemnify and save harmless the District, their officers, and agents, from any and all claims, actions or damage of every kind and description including attorneys' fees and legal expense and from any pecuniary loss resulting from the breach of any of said terms, covenants, or conditions to be performed by the Vendor:



Contract # 26-32-01  
(WA State DES #13022)

AND FURTHER, that the Vendor will correct or replace any defective work or materials discovered by the said District within a period of one year from the date of acceptance of such work or material by said District, then this obligation shall become null and void; otherwise, it shall be and remain in full force and effect.

No change, extension of time, alteration, or addition to the work to be performed under the agreement shall in any way affect Vendor's or surety's obligation on this bond, and surety does hereby waive notice of any change, extension of time, alterations, or additions thereunder.

This bond is furnished in pursuance of the requirements of Sections 54.04.080 et seq. of Revised Code of Washington, and, in addition to other Vendors and surety to the District for the use and benefit of said District together with all laborers, mechanics, subcontractors, material men, and all persons who supply such person or subcontractors with provisions and supplies for the carrying on of the work covered by the agreement to the extent required by said Revised Code of Washington.

IN WITNESS WHEREOF, the said Vendor and the said surety have caused this bond to be signed and sealed by their duly authorized officers this \_\_\_\_ day of \_\_\_\_\_, 2026.

\_\_\_\_\_  
Surety

\_\_\_\_\_  
Title

\_\_\_\_\_  
Vendor

\_\_\_\_\_  
Title



# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10 <sup>th</sup> , 2026	
<b>Subject:</b>	Work Order #718357 – American Rock Line Extension - US-397/I-82	
<b>Authored by:</b>	Angela Richman	Staff Preparing Item
<b>Presenter:</b>	Evan Edwards	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager/Asst GM
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input type="checkbox"/> Consent Agenda <input checked="" type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract/Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion to approve work order #718357 – American Rock Line Extension - US-397/I-82.

**Background/Summary**

American Rock has requested additional capacity at its concrete and asphalt plant near the US-397/I-82 interchange, requiring the extension of Zephyr Heights Substation Feeder #3 into the area. The District’s medium-term planning includes extending Southridge #3 from the north as development continues south near the Washington State Patrol Office, along with improvements to Orchard View #3 to the west to enhance reliability. These feeder ties will also support the District’s long-term needs should a new substation become necessary along Locust Grove, particularly if the City of Kennewick continues to expand the urban growth boundary southward.

This line extension project will upgrade 0.44 miles of existing line and construction of 3.52 miles of new overhead primary electric feeder to serve additional load on US-397, East of I-82.

This project is along a public right of way and will be considered “Core Electric System” facilities per the District’s Line Extension and Facilities Construction Policy and thus most of the project’s costs are excluded from CIAC payment.

**Recommendation**

Approval of this work order will authorize the construction of facilities necessary to meet the request for electric service by American Rock. It will also benefit the District by increasing capacity available along US-397 east of I-82 for future development.

**Fiscal Impact**

This project was not included in the 2026 capital budget. The estimated project cost is \$814,916.91. American Rock’s contribution in aid to construction (CIAC) is \$289,001.58. The District’s portion of the capacity upgrade to benefit future growth is \$563,505.07. This project will require a budget amendment.

# Projects to be Presented at the Benton PUD

## Commission Meeting On

March 10<sup>th</sup>, 2026

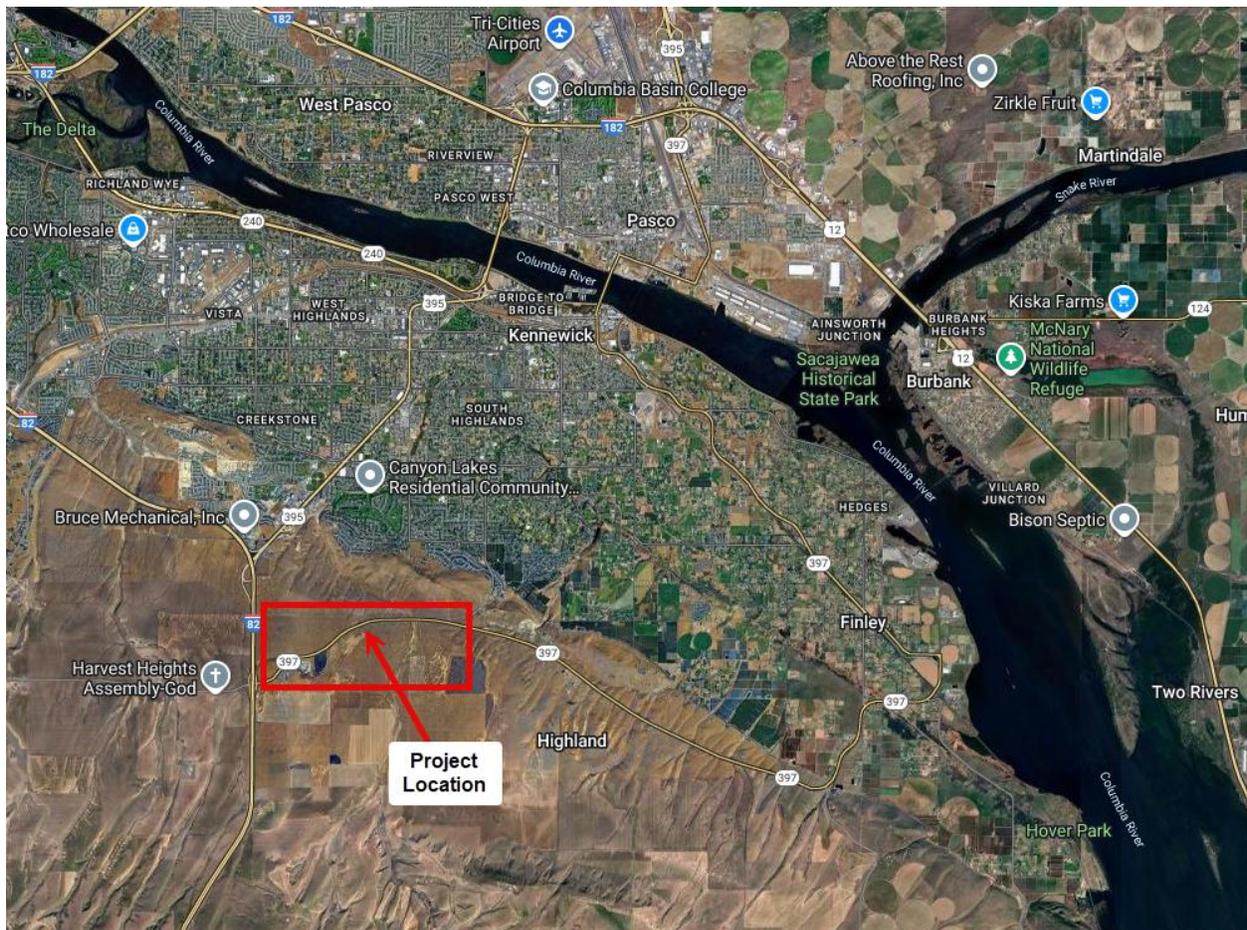
**Project Name:** American Rock - US-397/I-82

**WO#:**718357

**Location:** US-397, West from S Olympia St to I-82

**Justification:** The Developer requests additional capacity at Concrete & Asphalt plant.

### Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Work Order 762541 – Primary Line Extension to serve 12 lots	
<b>Authored by:</b>	Angela Richman	Staff Preparing Item
<b>Presenter:</b>	Evan Edwards	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager/Asst GM
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input type="checkbox"/> Consent Agenda <input checked="" type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract/Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 762541 for the installation of underground primary electric facilities to serve 12 lots.

**Background/Summary**

The customer requiring electric power for their project is at the end of a group of parcels alongside S C Williams Rd., therefore it was determined to divide the project cost among these parcels based on the facilities being installed on each parcel. The construction of underground electric facilities along the additional 11 parcels is necessary for the customer to prepare for development.

**Recommendation**

Approval of work order 762541 will authorize the construction of underground electric facilities necessary to serve 12 lots and meet the initial request for electric service by the customer and her neighboring parcel at this time. Preparing the remaining 10 parcels for future electric services.

**Fiscal Impact**

The estimated project cost is \$136,906.63. The customer contribution in aid to construction (CIAC) is \$27,085.74. The District line extension credit for transformer expenses, travel expenses and three phase fusing upgrades to improve reliability is \$4,654.98. The remaining \$105,165.91 will be split between the 10 undeveloped parcels as shared development costs per District Line Extension and Facilities Construction Policy. District costs not paid by the customer are accounted for in the Customer Base Growth portion of the annual budget.

# Projects to be Presented at the Benton PUD

## Commission Meeting On

March 10, 2026

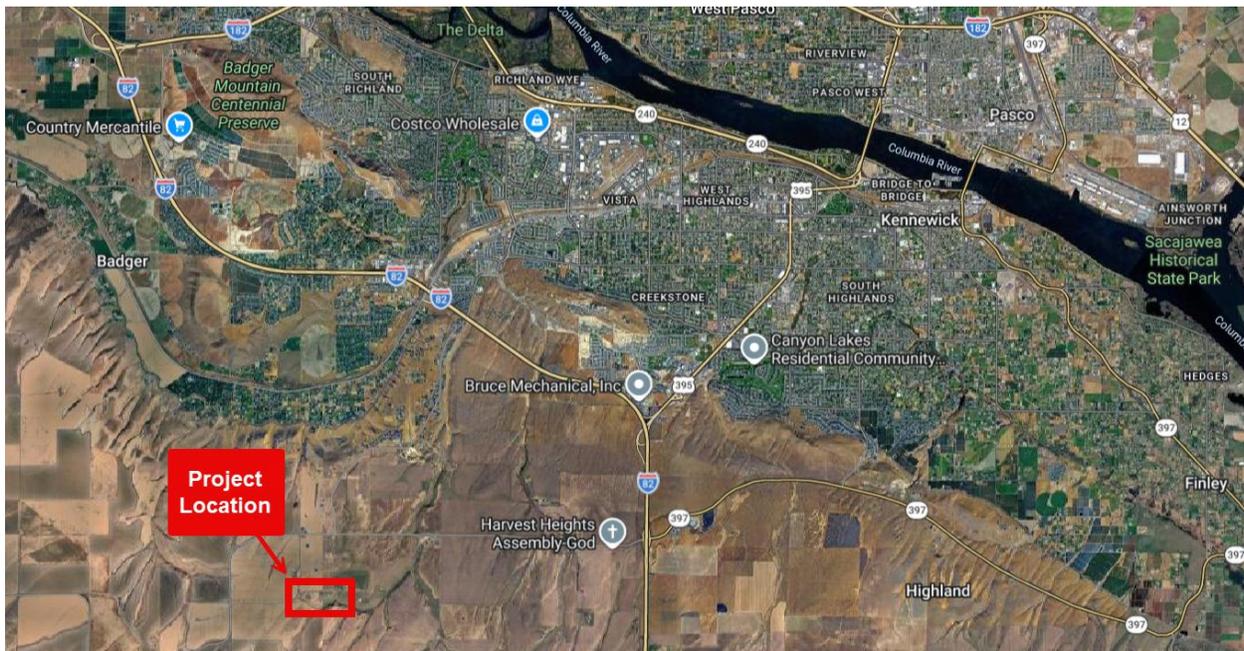
**Project Name:** Primary line extension to serve 12 lots

**WO#:** 762541

**Location:** S C Williams Rd, south of Locust Grove Rd

**Justification:** Developer request to develop land and install power facilities.

### Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Work Order 761762 – Sunheaven (Hartley) North of Booster 4 feeder modification.	
<b>Authored by:</b>	Chad Brooks	Staff Preparing Item
<b>Presenter:</b>	Evan Edwards	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Steve Hunter	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager/Asst GM
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input type="checkbox"/> Consent Agenda <input checked="" type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract/Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion approving work order 761762 – Sunheaven (Hartley) North of Booster 4 feeder modification.

**Background/Summary**

The District is currently constructing a new transmission line, substation, and distribution feeder getaway to add capacity to the east end of the Sunheaven Farm complex in advance of new processing facility load coming on line.

This project will modify an existing section of 4/0 underground feeder replacing 200A elbows with 600A elbows to utilize the full conductor rating and will install two additional vaults with pad mounted switchgear.

This project is in addition to the transmission, substation and feeder getaway projects currently under way, and is being initiated through the normal developer agreement process.

**Recommendation**

Approval of work order 761762 will authorize the construction and modification of electric facilities necessary to serve Sunheaven Farms agricultural processing center.

**Fiscal Impact**

The estimated project cost is \$145,380.38. The developer contribution in aid to construction (CIAC) is \$142,354.46. The District will be responsible for normal travel expenses in the amount of \$3,025.92. District costs not paid by the developer are accounted for in the Customer Base Growth portion of the annual budget.

# Projects to be Presented at the Benton PUD

## Commission Meeting On

March 10<sup>th</sup>, 2026

**Project Name:** Sunheaven (Hartley) North of Booster 4

**WO#:** 761762

**Location:** Reese Rd, Sunheaven Farms

**Justification:** Sunheaven Farms request for electric facilities upgrades to serve agricultural processing center.

### Location Map





# COMMISSION AGENDA ACTION FORM

<b>Meeting Date:</b>	March 10, 2026	
<b>Subject:</b>	Resolution No. 2720 Amending Customer Service Policies	
<b>Authored by:</b>	Keith Mercer	Staff Preparing Item
<b>Presenter:</b>	Keith Mercer	Staff Presenting Item (if applicable or N/A)
<b>Approved by:</b>	Keith Mercer	Dept. Director/Manager
<b>Approved for Commission:</b>	Rick Dunn 	General Manager/Asst GM
<b>Type of Agenda Item:</b>	<b>Type of Action Needed:</b> <i>(Multiple boxes can be checked, if necessary)</i>	
<input type="checkbox"/> Consent Agenda <input checked="" type="checkbox"/> Business Agenda <input type="checkbox"/> Public Hearing <input type="checkbox"/> Other Business	<input checked="" type="checkbox"/> Pass Motion <input checked="" type="checkbox"/> Pass Resolution <input type="checkbox"/> Contract/Change Order <input type="checkbox"/> Sign Letter / Document <input type="checkbox"/> Decision / Direction <input type="checkbox"/> Info Only <input type="checkbox"/> Info Only/Possible Action <input type="checkbox"/> Presentation Included	

**Motion for Commission Consideration:**

Motion to adopt Resolution No. 2720 amending Customer Service Policies effective March 10, 2026

**Background/Summary**

Staff has held discussions with the Commission, most recently on February 10, 2026, regarding future updates to the Customer Service Policies related to Transitory Electricity Intensive Load (EIL) and developing a separate Transitory EIL rate. Following the Commission’s direction to proceed, staff initiated a comprehensive policy review and recommends proceeding with policy revisions. Staff will continue to develop a Transitory EIL rate framework to bring back to the Commission this Summer.

Staff has prepared amendments to the Customer Service Policies related to Transitory EIL as well as changes in other sections resulting from the comprehensive policy review for the Commission to consider for adoption. The changes are summarized in the table below and on the next page.

Section	Current Policies	Draft Policies
<b>Deposit Refunds on Closed Accounts</b>	Refund language applies primarily to standard residential/commercial accounts and references a four-week processing period.	Expands deposit refund provisions to EIL accounts and updates expected processing time to four-six weeks with flexibility for billing reconciliation.
<b>Electricity Intensive Load (EIL)</b>	Defines EIL broadly as high-load, high-variability customers (e.g., server farms, data centers) and assigns customers to existing rate schedules until 3,500 kW threshold.	Redefines as Transitory EIL, focusing on digital-asset businesses (crypto, HPC, AI, NFTs) and no new standalone Eil rate schedule is being adopted at this time. Existing rate assignment practices remain in effect.

<b>Section</b>	<b>Current Policies</b>	<b>Draft Policies</b>
<b>Transitory EIL Failure to Disclose</b>	Limited misclassification remedies. Relies on reassignment when discovered.	Adds explicit failure-to-disclose enforcement, including investigation cost recovery.
<b>Transitory EIL Deposits &amp; Credit Policies</b>	Deposits = 2x average monthly bill.  Deposits based on 80% load factor; flexible split deposits; Rate Schedule 35 if >3,500 kW.  Two options: Standard and One Month Prepay.	Draft policy retains the two-month deposit requirement for Transitory EIL customers but strengthens deposit methodology by basing deposits on maximum infrastructure load at a 90% load factor, requiring upfront payment before service, allowing rapid deposit increases.  Closes the One Month Prepay option to new enrollment effective March 10, 2026.
<b>Operational Suspension of Disconnection</b>	No explicit operational pause authority besides weather moratorium.	Adds authority to suspend or defer disconnections due to extreme weather events, operational constraints, without waiver of customer obligation.
<b>Customer Responsibility for Backup Protection</b>	No explicit customer duty to protect equipment.	Adds statement that customers are responsible to take reasonable measures such as protective devices or backup power to protect equipment from outages or voltage fluctuations.
<b>Customer Claims for Damage or Loss</b>	No detailed claims submission procedure in interruption section.	Adds a formal tort claim pathway: written claim required, supporting documentation, no presumption of liability, review under municipal immunities.
<b>Customer Privacy &amp; Data Use</b>	Customer Rights Statement limits sharing to essential business functions or required by law.	Clarifies essential business functions (billing, surveys, newsletters, program promotions). Details AMI/MDM usage data intervals and protections.
<b>Threats, Harassment, and Safety of District Employees</b>	Not explicitly included.	Adds a new employee safety provision prohibiting threats, harassment, or intimidation of District personnel and authorizing service restrictions and referral to law enforcement to ensure safe utility operations.
<b>Tree and Vegetation Management</b>	Included District's responsibilities, safety warning, customer responsibilities, and scheduling support.	Reorganized section so that the safety warning was first, followed by the District's responsibilities, customer responsibilities, scheduling support, and added a liability disclaimer at the end.

### **Recommendation**

Staff requests the Commission approve the updates to the Customer Service Policies.

### **Fiscal Impact**

No direct budget impact. Policy changes strengthen cost recovery authority and reduce financial exposure associated with Transitory Electricity Intensive Loads.

**RESOLUTION NO. 2720**

March 10, 2026

**A RESOLUTION OF THE COMMISSION OF PUBLIC UTILITY  
DISTRICT NO.1 OF BENTON COUNTY, AMENDING  
CUSTOMER SERVICE POLICIES**

WHEREAS, Customer Service Policies were amended and approved by the Commission through Resolution No. 2647 on October 10, 2023; AND

WHEREAS, as part of an ongoing policy review, the District has made updates to the CUSTOMER SERVICE POLICIES in the areas of Electricity Intensive Load; deposit and credit requirements; operational suspension of disconnection; protections against threats and harassment of District employees; customer privacy and claims procedures; and other minor administrative revisions.

NOW, THEREFORE BE IT RESOLVED By the Commission of Public Utility District No. 1 of Benton County that the attached CUSTOMER SERVICE POLICIES be approved, effective March 10, 2026.

FURTHER BE IT RESOLVED that this Resolution supersedes Resolution No. 2647 and replaces all other Resolutions pertaining to the same policies herein.

APPROVED AND ADOPTED By the Commission of Public Utility District No. 1 of Benton County at an open meeting, with notice of such meeting being given as required by law, this 10<sup>th</sup> day of March 2026.

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Jeffrey D. Hall, President

ATTEST:

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Michael D. Massey, Secretary

# 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 along with a security deposit 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 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 notify the District by calling or visiting the Kennewick or Prosser offices to request a Stop Service or Transfer Service. The customer must provide the date when they 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 all power consumed until the District obtains a final meter reading and processes the account for closure.
3. The account is closed and a final billing is generated.

**SEASONAL DISCONNECTS:** A seasonal disconnect is defined as a disconnection of service in which the billing process is stopped for a period of time (usually during the winter months or offseason when no electric usage is anticipated) with an expected reconnection date within seven months. When a customer requests a seasonal disconnect, accounts will be disconnected and the billing stopped on or as close to the date the District received the request. Reconnection fees will apply for seasonal disconnects.

**TEMPORARY SERVICE DISCONNECTS:** A temporary service disconnection is defined as a temporary disconnection of service, typically less than 30 days, for purposes such as tree removal or repair of customer's electrical system. Temporary service disconnections will be performed at no charge during business hours. Fees apply to after-hours disconnects. During a temporary service disconnect the billing process will continue as normal.

*See Fee Schedule for a list of fees.*

**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, two 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 two 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, the deposit may be paid through a payment arrangement or in installments. If a deposit is not paid as required, electric service may be disconnected.

1. If a deposit is required, it is defined as two 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 customer enrolls in prepaid services, called Pay As You Go.
4. A deposit may be required in any of the following circumstances:
  - a. Two 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 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 are generally processed within four to six

weeks. In some circumstances, additional time may be required to complete final billing, account verification, or administrative processing.

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. Customers whose load qualifies as a Transitory Electricity Intensive Load are subject to additional application, disclosure, billing, and deposit requirements as set forth in the Transitory Electricity Intensive Load section of these Policies.

**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, the deposit may be paid through a payment arrangement or in installments. 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 two 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 two 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 required deposit shall equal two times the estimated average monthly bill. The estimated average monthly bill will be determined by the District using pump horsepower, expected operating hours, applicable rate schedule, and other relevant load characteristics.
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 three 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 three 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 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 are generally processed within four to six weeks. In some circumstances, additional time may be required to complete final billing, account verification, or administrative processing.

**TRANSITORY ELECTRICITY INTENSIVE LOAD (EIL)**: 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 the District's customers while offering cost-effective and reliable electricity to EIL customers.

Transitory EIL is defined as customers that have a commodity-based business model that generate digital assets that are traded similarly to commodities like gold or oil whose electrical load has both of the following attributes:

1. Customer load where electricity is the predominant input to the business production and demand for electricity has significant variability that can be quickly scaled up or down, relocated, or shut off based on external factors such as market conditions, operational decisions, or regulatory changes.
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 cryptocurrency mining, high-performance computing (HPC) for blockchain validation, AI-powered non-fungible tokens (NFT) generation and trading platform, large-scale digital asset staking, and proof-of-stake (PoS) network validator.

New Transitory EIL customers applying for service, and existing customers who add load within the definition of Transitory EIL, are obligated to notify the District. A customer who fails to report their Transitory EIL status may be subject to immediate disconnection of service, assessment of penalties, and responsible for all damage to the District's distribution facilities if overload occurs. The District will proactively monitor changes in loads, which may include site visits, to identify potential unreported Transitory EIL customers.

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

***Obligation to Complete Transitory EIL Application for Electric Service:***

Transitory EIL customers must notify the District and complete a Transitory EIL Application for Electric Service under any of the following conditions:

- Establishing new construction,
- Moving into an existing premise, or
- Adding EIL load to an existing location.

***Customer Certification and Attestation:***

All customers applying for service that may qualify as Transitory EIL must certify that all information provided regarding business operations, equipment, load characteristics, and expected energy usage is accurate, complete, and not misleading. Failure to provide accurate

information may result in enforcement actions including additional security requirements or disconnection of service.

The District's Engineering staff will:

- Evaluate the projected load,
- Design required line extensions or distribution system improvements to meet the service request, and
- Determine any costs in aid of construction that the customer must pay.

The District may impose limits on Transitory EIL customer penetration for specific distribution facilities.

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

#### ***Failure to Disclose Transitory EIL Status***

Failure by a customer to disclose that their load meets the definition of a Transitory EIL, whether at the initiation of service or upon subsequent load expansion, shall be considered a misclassification of service.

Upon identification of an undisclosed or misrepresented Transitory EIL, the District may recover all costs incurred in investigating and correcting the service, including engineering, administrative, legal, metering, and infrastructure repair costs resulting from the load.

If the District identifies a Transitory EIL load that has not been applied for or disclosed as required, the customer may be required to immediately cease EIL operations until the customer submits and receives approval of a complete EIL Application for Electric Service and satisfies all applicable engineering, construction, financial, and security requirements established by the District. Failure to cease EIL operations may result in immediate disconnection of electric service. The District's decision to temporarily delay enforcement or allow continuation of service shall not constitute a waiver of its rights under this policy.

#### **Authority to Disconnect and Conditions for Reconnection**

Failure to comply with Transitory EIL disclosure obligations, deposit requirements, billing timelines, or District-directed operational limits may result in immediate disconnection of electric service. The District shall not be required to reconnect service until the customer has submitted all required applications, paid all applicable deposits and charges, and achieved full compliance with District policies and rate schedule requirements.

#### ***Transitory EIL Billing and Deposit Options:***

Transitory EIL customers shall provide security deposits and be billed for usage under the Standard billing option. The One Month Prepay Billing Option is closed to new enrollment and is available only to Transitory EIL accounts that were established and actively enrolled in the One

Month Prepay Billing Option prior to March 10, 2026, and that continue to meet all ongoing eligibility requirements.

The required security deposit for Transitory EIL customers shall equal two months of estimated maximum billing, calculated using the applicable rate schedule and based on the maximum potential load at the service location. Deposit calculations assume a minimum 90% load factor and consider factors such as the distribution system infrastructure, transformer capacity, and customer panel size. The District may work with the customer to align the timing of deposit payments with the customer's equipment installation or load development plans; however, such coordination shall not reduce the total required deposit amount.

Security deposits required under this policy are intended solely as financial security and shall not be construed as a limitation or cap on the customer's financial responsibility.

Transitory EIL customers remain fully responsible for all costs incurred by the District as a result of their electric service, including but not limited to energy charges, distribution system impacts, and damage to District facilities, regardless of the amount of any deposit held.

If a Transitory 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.

Upon closure of a Transitory EIL account, the District will apply any security deposit held to the customer's final billing, including unpaid energy charges, demand charges, administrative costs, damage to District facilities, or any other amount authorized under District policy, rate schedules, or applicable law.

If a deposit balance remains after all obligations have been satisfied, the remaining amount will be refunded in the name of the primary account holder. Refunds are generally processed within four to six weeks; however, additional time may be required to complete final billing, account verification, or other necessary administrative processing.

*Transitory EIL customers are required to comply with accelerated timelines, including but not limited to, disconnection of service for failure to meet payment obligations.*

### **1. Standard Option**

- Billing:
  - Customer will be billed on a monthly basis with bills due in 20 days.
  - If the bill is not paid by the due date, the District will notify the customer of the past due amount and of the pending disconnection of electric service via the email on the Benton PUD account.
    - The account is subject to disconnection one day after the notification of past due is provided.

- Deposit:
  - A standard deposit equal to two months of estimated maximum billing is required and will be based on the methodology described above.
  - 50% of the deposit must be paid before service will be provided.
  - The remaining 50% will be billed on the first day of service and must be paid within 20 days.
  - After service has been established, the District may re-evaluate the customer's actual usage and adjust the deposit amount as necessary to ensure it remains equal to two months of maximum billing at that location.
  - The standard deposit amount is subject to ongoing review and may be increased at the District's discretion based on changes in load or operating conditions.
    - The District will notify the customer of the additional deposit amount via the email on the Benton PUD account.
    - The additional deposit amount is due in five calendar days from the date of notification.
    - The electric service is subject to immediate disconnection if the additional deposit amount is not paid within five calendar days of the email notification.
  - Deposits will be retained for the life of the account.

## 2. One Month Prepay Billing Option

Effective March 10, 2026, the One Month Prepay Billing Option for Transitory EIL customers is closed to new enrollment. No new or existing customers who are not actively enrolled as of that date may select or re-elect this option.

Transitory EIL customers actively enrolled in the One Month Prepay Billing Option as of March 10, 2026, may continue participation, provided they remain in good standing and maintain continuous service under the same account. Eligibility to continue under this option applies only to the specific service account and locations enrolled as of March 10, 2026, and is not transferable to another account, customer, location, affiliated entity, or successor in interest. Customers who discontinue participation, change account ownership, or service transfer after March 10, 2026, will not be eligible to re-enroll.

Upon transition from the Prepay option to the Standard option for any reason, the customer must pay any additional deposit required to meet the Standard two month deposit requirement prior to continuation of service.

- Prepay/Billing:
  - Must be in Bill Cycle 1.
  - Prior to the start of service, the customer must pay an amount equal to one month of estimated billing, calculated using:
    - The appropriate rate schedule

- An assumed minimum 90% load factor, and
    - The maximum potential load based on infrastructure capacity (transformer, panel size, etc.).
  - Upon issuance of the first billing reflecting actual usage, the customer must pay:
    - An additional amount equal to one month of estimated billing, as calculated above, due upon issuance of the bill, to replenish and maintain a rolling one month prepayment balance, since the initial estimated payment will be applied to the first month's actual charges, and
    - The invoiced amount in full by the due date stated on the bill.
  - Thereafter, customers shall be billed monthly based on actual usage, and payment shall be due in accordance with the standard billing due date.
  - If a bill is not paid by the due date, the District will notify the customer of the past due amount and of the pending disconnection of electric service via the email on the Benton PUD account.
    - The account is subject to disconnection one day after the notification of past due is provided.
  - Customer must enter into a Payment Terms/Hold Harmless Agreement with the District.
- Deposit:
    - A deposit equal to one month's estimated billing is required.
    - The deposit must be paid in full before service will be provided.
    - The deposit is subject to ongoing review and may be increased at the District's discretion based on changes in load or operating conditions.
      - The District will notify the customer of the additional deposit amount via the email on the Benton PUD account.
      - The additional deposit amount is due in five calendar days from the date of notification.
      - The electric service is subject to immediate disconnection if the additional deposit amount is not paid within five calendar days of the email notification.
    - Deposits will be retained for the life of the account
  - Loss of Eligibility for Prepay Option:
    - Continued eligibility for the One Month Prepay Billing Option is contingent upon timely and complete payment of all required prepayments and any other debit balances. If a Transitory EIL customer fails to make payment by the required due date, the District may, at its discretion:
      - Remove the customer from the One Month Prepay Billing Option and require the customer to transition to the Standard billing option and must pay any additional deposit required to meet the Standard

- two month deposit requirement prior to continuation of service; and/or
- Impose additional payment security provisions as necessary to protect the District and its customers from financial risk.

***Assignment of Rate Schedule:***

The District's total annual energy consumption exceeds its firm allocation of wholesale power from the Bonneville Power Administration (BPA). Any load above this allocation, including new incremental load, is served at BPA's Tier 2 rate. Both the Tier 2 rate and the District's corresponding Tier 2 load amount are established as part of the rate-setting process for the duration of BPA's rate period, which is typically two-years. The transitory and volatile load associated with EIL customers presents a financial risk to the rest of the District's customers.

To mitigate and balance that risk the District will aggregate all Transitory EIL loads of the customer regardless of location and if the total non-coincidental demand exceeds 3,500 kW, all services will be subject to the District's Large Electricity Intensive Load Rate Schedule 35. In this case the customer will thereafter be governed primarily by the terms of the power sales contract, in addition to applicable District policies.

A Transitory EIL Customer is defined as an individual or entity who has the ultimate financial responsibility and decision authority to operate on a daily basis for one or more Transitory EIL accounts regardless of the name or UBI associated with each account. For example, if multiple entities have the same parent company or corporate officers or partners, they will be treated as one customer.

***Transitory EIL Customer's Aggregated Non-Coincidental Demand is less than 3,500 kW***

If the Transitory EIL Customer's total Transitory EIL non-coincidental demand is under 3,500 kW, the appropriate rate schedule will be assigned for each service based on their initial load and service location. Transitory EIL customers located where a residential rate schedule would normally be applied will be assigned the residential rate. Transitory EIL customers will transition to other applicable rate schedules as determined by the District's policies. 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.

***Transitory EIL Customer's Aggregated Non-Coincidental Demand is greater than 3,500 kW***

When an existing customer's non-coincidental demand exceeds 3,500 kW, the District will notify the customer by letter or email that their non-coincidental demand must be immediately reduced to under 3,500 kW and a power sales contract will be required if the customer intends to exceed 3,500 kW demand in the future. If the customer fails to reduce non-coincidental demand to under 3,500 kW and a power sales contract is not in place, immediate disconnection of service will result. If the customer reduces their non-coincidental demand to under 3,500 kW but then subsequently exceeds this threshold a second time, immediate disconnection of service

will result until a power sales contract is in place. 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 any applicable charges (i.e. daily system charge, energy charge, and demand charge, if applicable) per billing cycle per account for 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.

## **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 two 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 two 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 and small general service 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.
3. Daily electronic notifications allow customers to closely monitor and manage their electric usage.
4. No late fees, no disconnect fees, and no reconnect fees.
5. A payment arrangement can be utilized to pay an existing balance over time.

***Customer Eligibility and Program Requirements:***

Eligible new or existing 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 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 an electronic Pay As You Go Customer Agreement and establish a minimum starting credit. Electronic signature of the agreement is required. 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 arrears 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. 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. Costs for electric usage will be calculated on a daily basis using the appropriate rate schedule, and will include daily system charge, demand charge, and low-income discounts or city tax, if applicable. Each day, the calculated daily costs will be deducted from the account balance (referred to as the Prepaid Balance). 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. When the Prepaid Balance falls below a zero balance, the meter will be disconnected at the next daily customer account balance calculation. 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 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.

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:***

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 review account credit history or 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 509-582-2175
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 usage during the previous twelve months, multiplied by the current applicable 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 usage during the previous twelve months is multiplied by the current applicable 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.
5. Any additional payment(s) made towards a Budget account will be applied to the account AR balance and not to pay ahead towards future months. The calculated Budget amount is due every month regardless of a credit existing on the account.

**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.

Under special circumstances, the District may implement shortened notice or payment timelines and may require additional payment security provisions.

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.

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 approximately the tenth day after the due date, after the next bill has processed. 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 they were 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 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.

The District uses forecasts from the National Weather Service to determine if disconnections for non-pay should be temporarily suspended. Disconnection of service for non-pay will be suspended when the forecasted low will be 32 degrees or below or the forecasted high will be 98 degrees or above for that day, or, if the National Weather Service (NWS) has issued or has announced that it intends to issue a heat related alert. On business days preceding a holiday or weekend, service will not be disconnected if the forecasted low is 32 degrees or below or the forecasted high will be 98 degrees or above, or there is an NWS heat alert.

The District may, at its sole discretion, suspend or defer disconnection activity in response to extreme weather events (in addition to temperature thresholds mentioned in this policy) or to address operational constraints. Any such deferral shall not constitute a waiver of the District's rights or the customer's obligation to pay amounts owed.

In addition, a residential customer whose service was disconnected for lack of payment, may request that their service be temporarily reconnected on any day for which the NWS has issued or has announced that it intends to issue a heat related alert by contacting Customer Service.

During a high/low temperature weather event, Customer Service staff may initiate courtesy calls to customers who were disconnected for non-payment and offer a temporary weather reconnect. To ensure customer safety, all temporary weather reconnects must be authorized by the customer. Staff will make a best effort to contact the customer by phone or calls to the landlord/property owner. If the customer cannot be reached, service will not be temporarily reconnected. If payment is not received all temporary weather reconnects will be disconnected, without further notice when the forecasted temperature returns to the thresholds as defined above or the issued heat related alert ends.

*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.

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, 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. If the device should trip and cause a loss of electrical power, the meter will automatically re-establish electric service after 15 minutes when the electrical usage is reduced sufficiently,. 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 five business 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 therefrom, including indirect, consequential, special, or business interruption damages, nor will such interruption 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.

Customers are responsible for taking reasonable measures to protect customer-owned equipment and operations from the effects of service interruptions or voltage fluctuations, including the use of protective devices or backup power where appropriate.

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.

**CUSTOMER CLAIMS FOR DAMAGE OR LOSS:** Customers who believe that an electric service interruption, voltage irregularity, or other District event has caused damage to customer-owned property may submit a written claim to the District using the District's Standard Tort Claim Form. Claims must include:

- Customer name and service address
- Date and description of the event
- Description of the alleged damage or loss
- Supporting documentation, invoices, or estimates

Submission of a claim does not create a presumption of District liability. The District shall review claims in accordance with applicable law, District policy, and any immunities or limitations available to municipal utilities.

The District shall not be liable for indirect, consequential, or business interruption damages except as required by law.

**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. 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 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:** Effective October 10, 2023 the District requires the use of advanced meters and does not provide an opt-out option. Advanced meters provide operational efficiencies and are required to provide peak demand reads. A customer who desires 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.

Customers that elected to opt-out prior to October 10, 2023 will have a digital meter installed that will be read manually each month. A separate monthly fee will apply for the manual meter read. The digital meter will provide a demand read that is based on the highest 30-minute period in which the consumption of energy is the greatest during the month and will not be limited to peak hours. The District reserves the right to revoke a customer's opt-out status.

*See 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.

The Net Meter Application Fee covers the overall District costs to review and process each net meter application. The Net Meter Fee covers the cost associated with reprogramming the net meter, the cost of the production meter and production meter installation cost.

*See Fee Schedule for a list of fees.*

**CUSTOMER OWNED METER BASE REPAIR:** 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 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. 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 or missing an appeal hearing, 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. The District has implemented technology such as Advanced Metering Infrastructure (AMI) and a Meter Data Management (MDM) system that provides for the collection and analysis of usage data. Usage data is collected in monthly, daily, and in increments of one hour for single-phase meters (i.e. most residential meters) or 15-minute intervals for three-phase meters (i.e. most commercial meters). Data is also collected through the AMI system for outage information and power quality information.

These systems allow for the ability to perform billing that includes a time-of-day residential demand charge, increasing visibility into the distribution system to manage outages and help with detecting and troubleshooting issues with the District’s equipment, such as high equipment temperature alerts, voltage monitoring, power quality issues, and other abnormal condition alerts. These systems also provide two-way communication with most meters providing for the ability to do remote disconnects and reconnects.

The District is committed to protecting customer data and ensuring customer privacy. Customer trust is essential to the success of new technologies, and protecting the privacy of customer data is a key component of strengthening this trust. The District has implemented strict policies related to customer privacy and cyber security. The District also conforms to applicable laws and regulations related to customer information.

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 to conduct essential business functions, provide utility services as required by state or federal law, or as specifically authorized by the District’s Commission (primary purposes). Examples include but are not limited to: billing or bill presentment, energy efficiency program information, validation, or administration (such as BPA), and customer engagement activities. Customer engagement activities include but are not limited to customer surveys, newsletters, and information regarding District programs and events. 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. If data is to be released for marketing or commercial purposes the customer does not already subscribe to and is not a primary purpose listed above, the District will obtain customer permission in advance of releasing the data. Examples include but are not limited to: a customer asking for their data to be shared directly with a third party vendor, from a realtor who is marketing a home on behalf of a customer or is marketing a home to a potential buyer.
  - 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.
  - e. Notwithstanding the foregoing, nothing in this policy is intended to prohibit or prevent the District from inserting any marketing information as part of routine customer communications.
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's Automated Meter Infrastructure (AMI) meters will not transmit Personally Identifiable Information (PII)The District implements measures to protect against a loss, misuse, and alteration of the information controlled.
  - d. The District ensures delivery of an accurate bill and/or timely response if an error is discovered.
3. Transparency
- a. The District conducts business in an open and transparent manner where privacy policies and decisions are available to the public, including the use of open, public processes when considering matters such as rate design changes.
  - b. The District provides information to customers about all aspects of their account. The District will strive to provide more accessibility for customers through a web portal.
4. Customer Choice
- a. The District provides customers with choices, where available, regarding participation in optional programs, billing and payment options, and assistance programs. Customers may also participate in public processes related to policy or rate design changes through notice, comment, and Commission review.

**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. Examples include but are not limited to: billing or bill presentment, energy efficiency program information, validation, or administration (such as BPA), and customer engagement activities. Customer engagement activities include but are not limited to customer surveys, newsletters, and information regarding District programs and events. 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 four 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.*

## **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.

**THREATS, HARASSMENT, AND SAFETY OF DISTRICT EMPLOYEES**: The District is committed to providing safe and professional service to all customers. Benton PUD employees, contractors, and representatives are entitled to perform their duties free from threats, intimidation, harassment, or abusive conduct.

Any customer or individual who threatens, harasses, intimidates, or interferes with District personnel, whether in person, by telephone, in writing, or through electronic communication, may be subject to immediate service restrictions and enforcement action. Examples of prohibited conduct include, but are not limited to:

- Verbal threats of harm or violence toward District employees, contractors, or facilities;
- Harassing, abusive, or repeated threatening telephone calls;
- Intimidation or retaliation against District personnel for performing official duties;
- Physical interference with employees performing service, disconnection, metering, or field work;
- Threatening or harassing electronic communications, including email, text messages, or social media contact.

### **District Response and Enforcement**

When such conduct occurs, the District may, at its discretion:

- Require that future customer interactions occur only in writing or through designated representatives;
- Restrict in-person access to District facilities;
- Terminate or suspend field work until conditions are safe; and/or
- Pursue all remedies available under applicable law, including referral to law enforcement under RCW 9A.46 (Harassment), RCW 9A.76.180 (Intimidating a Public Servant), RCW 9.61.230 (Telephone Harassment), or other relevant statutes.

### **Customer Obligations Remain**

District enforcement actions taken to ensure employee safety do not relieve the customer of responsibility for payment of all charges incurred or compliance with District policies and applicable rate schedules.

**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:** For customer safety, under no circumstances should customers trim or remove vegetation near energized overhead lines or electrical equipment without first contacting the District.

The District will prune all trees and vegetation in proximity to its facilities in a manner consistent with good utility pruning practices to ensure safe and reliable operation of the electrical system. The District provides vegetation management clearance around primary (high-voltage) distribution lines.

Customers are responsible for maintaining clearance around secondary and service lines running directly to a home or business, as well as vegetation that interferes with access to underground electrical facilities. To assist customers in performing this work safely, the District will disconnect and reconnect secondary service at no cost during regular business hours upon request. Customers must contact the District at least two business days in advance to schedule this service.

If trees or vegetation on customer property interferes with the operation or maintenance of the District’s facilities, the District may prune or remove the trees or vegetation as necessary. 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.

The District shall not be liable for personal injuries, loss or damages resulting therefrom, nor will such failure constitute a breach of agreement for electric service.

**FUEL MIX:** Fuel mix disclosure content in accordance with RCW 19.29.060. Data sourced from Department of Commerce annual reporting. Fuel type of “Unspecified” includes 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.

<b>Fuel Type</b>	<b>2024 Reporting Year</b>	<b>4-Year Average</b>
Biogas	0.0%	1.7%
Biomass	0.0%	1.7%
Coal	0.0%	0.0%
Hydroelectric	75.4%	72.9%
Natural Gas	0.0%	0.1%
Nuclear	12.8%	10.3%
Petroleum	0.0%	0.0%
Solar	0.0%	0.0%
Wind	0.5%	5.2%
Unspecified Sources	11.3%	8.1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

## HOURS OF OPERATION & FEE SCHEDULE

### BUSINESS HOURS

7:30 AM – 5:30 PM Monday - Thursday

### AFTER HOURS

5:30 PM – 7:30 AM Monday - Thursday  
All hours Friday, weekends, and holidays

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<i>Start Service</i>	\$15
<i>Late Fee</i>	1%
<i>Urgent Notice</i>	\$2
<i>Returned Payment</i>	\$25
<i>Disconnect/Reconnect due to Non-Payment</i>	\$15
<i>Seasonal Disconnect Reconnection Fee (If site visit is required to manually disconnect or reconnect meter)</i>	\$380
<i>Installation/Removal of Load Limiting Device</i>	\$15
<i>Load Limiting Device Test – Field Test during Business Hours</i>	\$50
<i>Load Limiting Device Test – Field Test during After-Hours</i>	\$200
<i>Meter Tampering/Self Connection</i>	\$300 and/or actual cost
<i>Advanced Meter Opt Out</i>	\$15/month
<i>Appeal Hearing</i>	\$70
<i>Net Meter Application</i>	\$100
<i>Net Meter</i>	\$335
<i>Net Meter Reinspection</i>	\$150
<i>Home Energy Tune-Up – First Audit in 12 Month Period</i>	No charge
<i>Home Energy Tune-Up – Multiple Audits in 12 Month Period</i>	\$49.95
<i>Customer Requested Temporary Service Disconnects – Business Hours</i>	No Charge
<i>Customer Requested Temporary Service Disconnects – After-Hours</i>	\$200 or actual cost
<i>Meter Test</i>	\$25
<i>Multi-Tenant Meters – Field Visit</i>	\$250 or actual cost

# CUSTOMER SERVICE POLICIES (Red Line Version)

**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 along with a security deposit 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 Resolution No. 2720

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~~ notify the District by calling or visiting the Kennewick or Prosser offices to request a Stop Service or Transfer Service ~~application online or call or come to the Kennewick or Prosser offices.~~ The customer must provide the date when they 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 all power consumed until the District obtains a final meter reading and processes the account for closure ~~is notified of a service stop date.~~
3. The account is closed and a final billing is generated.

**SEASONAL DISCONNECTS:** A seasonal disconnect is defined as a disconnection of service in which the billing process is stopped for a period of time (usually during the winter months or offseason when no electric usage is anticipated) with an expected reconnection date within seven months. When a customer requests a seasonal disconnect, accounts will be disconnected and the billing stopped on or as close to the date the District received the request. Reconnection fees will apply for seasonal disconnects.

**TEMPORARY SERVICE DISCONNECTS:** A temporary service disconnection is defined as a temporary disconnection of service, typically less than 30 days, for purposes such as tree removal or repair of customer's electrical system. Temporary service disconnections will be performed at no charge during business hours. Fees apply to after-hours disconnects. During a temporary service disconnect the billing process will continue as normal.

*See Fee Schedule for a list of fees.*

**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, ~~two~~ two 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 ~~two~~ 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, the deposit may be paid through a payment arrangement or in installments ~~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 ~~two~~ 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 x (sq. ft. x .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 customer enrolls in prepaid services, called Pay As You Go.
4. A deposit may be required in any of the following circumstances:
  - a. ~~Two~~ 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 are generally processed within four to six weeks. In some circumstances, additional time may be required to complete final billing, account verification, or administrative processing 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. Customers whose load qualifies as a Transitory Electricity Intensive Load are subject to additional application, disclosure, billing, and deposit requirements as set forth in the Transitory Electricity Intensive Load section of these Policies.

~~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. Failure to notify the District may result in additional costs and disconnecting of 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, the deposit may be paid through a payment arrangement ~~or in installments 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 two 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 two 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 required deposit shall equal two times the estimated average monthly bill. The estimated average monthly bill will be determined by the District using pump horsepower, expected operating hours, applicable rate schedule, and other relevant load characteristics.~~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 three 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 three 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 are generally processed within four to six weeks. In some circumstances, additional time may be required to complete final billing, account verification, or administrative processing 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.*

**TRANSITORY ELECTRICITY INTENSIVE LOAD (EIL):** 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.

~~Electricity Intensive Load (Transitory EIL)~~ is defined as customers that have a commodity-based business model that generate digital assets that are traded similarly to commodities like gold or oil whose electrical load has both of the following attributes:

1. Customer load where electricity is the predominant input to the business production and demand for electricity has significant variability that can be quickly scaled up or down, relocated, or shut off based on external factors such as market conditions, operational decisions, or regulatory changes.
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 cryptocurrency mining, high-performance computing (HPC) for blockchain validation, AI-powered non-fungible tokens (NFT) generation and trading platform, large-scale digital asset staking, and proof-of-stake (PoS) network validator. ~~server farms, an aggregation of microprocessor based computing equipment within a building (e.g. home, garage/shop or business), structure (shipping container or other container), or special purpose data centers.~~

New Transitory EIL customers applying for service, and existing customers who add load within the definition of Transitory EIL, are obligated to notify the District. A customer who fails to report their Transitory EIL status may be subject to immediate disconnection of service, assessment of penalties, and responsible for all damages to the District's distribution facilities -if overload occurs, ~~immediate disconnection of service and penalties~~. The District will proactively monitor changes in loads, which may include site visits, to identify potential unreported Transitory 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 Transitory EIL customers.

**Obliation to Complete Transitory EIL Application for Electric Service:**

Transitory EIL customers must notify the District and complete a Transitory EIL Application for Electric Service under any of the following conditions:

- Establishing new construction,
- Moving into an existing premise, or
- Adding EIL load to an existing location.

**Customer Certification and Attestation:**

All customers applying for service that may qualify as Transitory EIL must certify that all information provided regarding business operations, equipment, load characteristics, and expected energy usage is accurate, complete, and not misleading. Failure to provide accurate information may result in enforcement actions including additional security requirements or disconnection of service.

The District's Engineering staff will:

- Evaluate the projected load,
- Design required line extensions or distribution system improvements to meet the service request, and
- Determine any costs in aid of construction that the customer must pay.

The District may impose limits on Transitory EIL customer penetration for specific distribution facilities.

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

**Failure to Disclose Transitory EIL Status**

Failure by a customer to disclose that their load meets the definition of a Transitory EIL, whether at the initiation of service or upon subsequent load expansion, shall be considered a misclassification of service.

Upon identification of an undisclosed or misrepresented Transitory EIL, the District may recover all costs incurred in investigating and correcting the service, including engineering, administrative, legal, metering, and infrastructure repair costs resulting from the load.

If the District identifies a Transitory EIL load that has not been applied for or disclosed as required, the customer may be required to immediately cease EIL operations until the customer submits and receives approval of a complete EIL Application for Electric Service and satisfies all applicable engineering, construction, financial, and security requirements established by the District. Failure to cease EIL operations may result in immediate disconnection of electric service. The District's decision to temporarily delay enforcement or allow continuation of service shall not constitute a waiver of its rights under this policy.

#### **Authority to Disconnect and Conditions for Reconnection**

Failure to comply with Transitory EIL disclosure obligations, deposit requirements, billing timelines, or District-directed operational limits may result in immediate disconnection of electric service. The District shall not be required to reconnect service until the customer has submitted all required applications, paid all applicable deposits and charges, and achieved full compliance with District policies and rate schedule requirements.

#### **Transitory EIL Billing and Deposit Options:**

Transitory EIL customers shall provide security deposits and be billed for usage under the Standard billing option. The One Month Prepay Billing Option is closed to new enrollment and is available only to Transitory EIL accounts that were established and actively enrolled in the One Month Prepay Billing Option prior to March 10, 2026, and that continue to meet all ongoing eligibility requirements.~~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 required security deposit for Transitory EIL customers shall equal two months of estimated maximum billing, calculated using the applicable rate schedule and based on the maximum potential load at the service location. Deposit calculations assume a minimum 90% load factor and consider factors such as the distribution system infrastructure, transformer capacity, and customer panel size.~~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 timing of deposit payments with the customer's equipment installation or load development plans; however, such coordination shall not reduce the total required deposit amount.~~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.~~

Security deposits required under this policy are intended solely as financial security and shall not be construed as a limitation or cap on the customer's financial responsibility.

Transitory EIL customers remain fully responsible for all costs incurred by the District as a result of their electric service, including but not limited to energy charges, distribution system impacts, and damage to District facilities, regardless of the amount of any deposit held.

If a Transitory 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.

Upon closure of a Transitory EIL account, the District will apply any security deposit held to the customer's final billing, including unpaid energy charges, demand charges, administrative costs, damage to District facilities, or any other amount authorized under District policy, rate schedules, or applicable law.

If a deposit balance remains after all obligations have been satisfied, the remaining amount will be refunded in the name of the primary account holder. Refunds are generally processed within four to six weeks; however, additional time may be required to complete final billing, account verification, or other necessary administrative processing.

Transitory EIL customers are required to ~~respond to~~ comply with accelerated timelines, including but not limited to, disconnection of service for ~~not complying with~~ failure to meet the ~~payment terms~~ obligations.

## 1. Standard Option

- Billing:
  - Customer will be billed on a monthly basis with bills due in 20 days.
  - If the bill is not paid by the due date, the District will notify the customer of the past due amount and of the pending disconnection of electric service via the ~~registered~~ email on the Benton PUD account.
    - The account is subject to disconnection one day after the notification of past due is provided.
- Deposit:
  - A standard deposit equal to two months of estimated maximum billing is will be required and will be consist of two month's billing based on the method ology described above.
  - One half 50% of a standard the deposit must be paid before service will be provided.

- The ~~second half~~remaining 50% will be billed on the first day of service is provided and must be paid within 20 days.
- ~~After a deposit has initially been established~~After service has been established, the District may re-evaluate the customer's actual usage and increase or decrease ~~adjust the amount of the deposit~~ amount as necessary to ensure it remains equal to two months of maximum billing at that location ~~so that it equals two times the monthly billing at that location.~~
- The standard deposit amount is subject to ongoing review and may be increased at the District's discretion based on changes in load or operating conditions ~~will be frequently reviewed and subject to change at the District's discretion, subject to increased usage.~~
  - The District will notify the customer of the additional deposit amount ~~and due date~~ via the ~~registered~~ email on the Benton PUD account.
  - The additional deposit amount is due in five calendar days from the date of notification.
  - The electric service is subject to immediate disconnection if the additional deposit amount is not paid within five calendar days of the email notification.
- Deposits will be retained for the life of the account.

## 2. One Month Prepay Billing Option

Effective March 10, 2026, the One Month Prepay Billing Option for Transitory EIL customers is closed to new enrollment. No new or existing customers who are not actively enrolled as of that date may select or re-elect this option.

Transitory EIL customers actively enrolled in the One Month Prepay Billing Option as of March 10, 2026, may continue participation, provided they remain in good standing and maintain continuous service under the same account. Eligibility to continue under this option applies only to the specific service account and locations enrolled as of March 10, 2026, and is not transferable to another account, customer, location, affiliated entity, or successor in interest. Customers who discontinue participation, change account ownership, or service transfer after March 10, 2026, will not be eligible to re-enroll.

Upon transition from the Prepay option to the Standard option for any reason, the customer must pay any additional deposit required to meet the Standard two month deposit requirement prior to continuation of service.

- Prepay/Billing:
  - Must be in Bill Cycle 1.
  - Prior to the start of service, the customer must pay an amount equal to one month of estimated billing, calculated using:

- The appropriate rate schedule
  - An assumed minimum 90% load factor, and
  - The maximum potential load based on infrastructure capacity (transformer, panel size, etc.)~~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.~~
  - Upon issuance of the first billing reflecting actual usage, the customer must pay:
    - An additional amount equal to one month of estimated billing, as calculated above, due upon issuance of the bill, to replenish and maintain a rolling one month prepayment balance, since the initial estimated payment will be applied to the first month's actual charges, and
    - The invoiced amount in full by the due date stated on the bill.
  - Thereafter, customers shall be billed monthly~~Subsequent prepay amounts will be based on the previous month's actual usage, and payment shall be due in accordance with the standard billing due date, 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.~~If a bill is not paid by the due date, the District will notify the customer of the past due amount and of the pending disconnection of electric service via the email on the Benton PUD account.~~
    - The account is subject to disconnection one day after the notification of past due is provided.
  - ~~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.~~
  - Customer must enter into a Payment Terms/Hold Harmless Agreement with the District.
    -
- Deposit:
    - A deposit equal to 25% of one month's estimated billing is required.~~deposit will be required and will be based on the methodology described above.~~

- The deposit must be paid in full ~~prior to~~before service will being provided.
- ~~After a~~The 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~~is subject to ongoing review and may be increased at the District's discretion based on changes in load or operating conditions.
  - The District will notify the customer of the additional deposit amount via the email on the Benton PUD account.
  - The additional deposit amount is due in five calendar days from the date of notification.
  - The electric service is subject to immediate disconnection if the additional deposit amount is not paid within five calendar days of the email notification.
- Deposits will be retained for the life of the account
- Loss of Eligibility for Prepay Option:
  - Continued eligibility for the One Month Prepay Billing Option is contingent upon timely and complete payment of all required prepayments and any other debit balances. If a Transitory EIL customer fails to make payment by the required due date, the District may, at its discretion:
    - Remove the customer from the One Month Prepay Billing Option and require the customer to transition to the Standard billing option and must pay any additional deposit required to meet the Standard two month deposit requirement prior to continuation of service; and/or
    - Impose additional payment security provisions as necessary to protect the District and its customers from financial risk.

~~When the aggregate non-coincidental demand of all EIL loads of an EIL customer exceed 3,500 kW, the customer will be subject to the Large Electricity Intensive Load Rate Schedule 35. Under this rate schedule, a power sales contract must be negotiated with the District. See Assignment of Rate Schedules below. In this case the customer is exempted from this EIL policy, and the terms of the contract will apply.~~

**~~Obligation to Complete Electricity Intensive Load Application for Electric 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 an Electricity Intensive Load Application for Electric 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. Failure to cease operations will result in immediate disconnection of service. 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:**

~~The District's total annual energy consumption exceeds its firm allocation of wholesale power from the Bonneville Power Administration (BPA). Any load above this allocation, including new incremental load, is served at BPA's Tier 2 rate. Both the Tier 2 rate and the District's corresponding Tier 2 load amount are established as part of the rate-setting process for the duration of BPA's rate period, which is typically two-years. The total energy consumption by District customers on an annual basis exceeds our firm allocation of wholesale energy resources provided by the Bonneville Power Administration which may require the District to make wholesale electricity purchases to balance demand and supply. On a more granular basis, such as daily or hourly, the District has substantial wholesale energy deficits during certain times of the year where additional supply must be procured. The District performs long term planning for power supply to mitigate the operational and financial risk of wholesale power supply deficits which requires contractually binding commitments including but not limited to long term resource acquisition, procurement of short or long term physical call options, and the use of financial hedging. As more and more firm dispatchable generation is retired in the pacific northwest region, these future contractual commitments are expected to become more difficult to secure and may come with higher costs. EIL loads operate in an extremely price sensitive and volatile market where loads must be scaled back quickly if it is uneconomical to run. The transitory and volatile load associated with EIL customers is not compatible with long term electric utility power supply planning and presents a financial risk to the rest of the District's customers.~~

~~As a way to~~ To mitigate and balance that risk the District will aggregate all Transitory EIL loads of the customer regardless of location and if the total non-coincidental demand exceeds 3,500 kW, all services will be subject to the District's Large Electricity Intensive Load Rate Schedule 35. In this case the customer will thereafter be governed primarily by the terms of the power sales contract, in addition to applicable District policies.

A Transitory EIL Customer is defined as an individual or entity who has the ultimate financial responsibility and decision authority to operate on a daily basis for one or more Transitory EIL accounts regardless of the name or UBI associated with each account. For example, if multiple entities have the same parent company or corporate officers or partners, they will be treated as one customer.

*Transitory EIL Customer's Aggregated Non-Coincidental Demand is less than 3,500 kW*

If the Transitory EIL Customer's total Transitory EIL non-coincidental demand is under 3,500 kW, the appropriate rate schedule will be assigned for each service based on their initial load and service location. Transitory EIL customers located where a residential rate schedule would normally be applied will be assigned the residential rate. Transitory EIL customers ~~on a commercial schedule~~ will transition to other applicable rate schedules as determined by the District's policies. 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.

*Transitory EIL Customer's Aggregated Non-Coincidental Demand is greater than 3,500 kW*

~~The District will aggregate all EIL loads of the EIL Customer regardless of location and if the total non-coincidental demand exceeds 3,500 kW, all services will be subject to the District's Large Electricity Intensive Load Rate Schedule 35.~~ When an existing customer's non-coincidental demand exceeds 3,500 kW, the District will notify the customer by letter or email that their non-coincidental demand must be immediately reduced to under 3,500 kW and a power sales contract will be required if the customer intends to exceed 3,500 kW demand in the future. If the customer fails to reduce non-coincidental demand to under 3,500 kW and a power sales contract is not in place, immediate disconnection of service will result. If the customer reduces their non-coincidental demand to under 3,500 kW but then subsequently exceeds this threshold a second time, immediate disconnection of service will result until a power sales contract is in place. 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 any applicable charges (i.e. daily system charge, energy charge, and demand charge, if applicable) per billing cycle per account for 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.

## **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 two 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 two 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 and small general service 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.
3. Daily electronic notifications allow customers to closely monitor and manage their electric usage.
4. No late fees, no disconnect fees, and no reconnect fees.
5. A payment arrangement can be utilized to pay an existing balance over time.

***Customer Eligibility and Program Requirements:***

Eligible new or existing 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 an electronic Pay As You Go Customer Agreement and establish a minimum starting credit. Electronic signature of the agreement is required. 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 arrears 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. 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. Costs for electric usage will be calculated on a daily basis using the appropriate rate schedule, and will include daily system charge, demand charge, and low-income discounts or city tax, if applicable. Each day, the calculated daily costs will be deducted from the account balance (referred to as the Prepaid Balance). 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. When the Prepaid Balance falls below a zero balance, the meter will be disconnected at the next daily customer account balance calculation. 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 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.

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~~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 review account credit history or 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~~[509-582-2175](tel:509-582-2175) ~~(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 applicable 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 applicable 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.
5. Any additional payment(s) made towards a Budget account will be applied to the account AR balance and not to pay ahead towards future months. The calculated Budget amount is due every month regardless of a credit existing on the account.

***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.

~~Under special circumstances, the District may implement A-shortened notice orand payment timelines and may require additional 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.

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 approximately the tenth day after the due date, after the next bill has processed. 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 they were 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.

The District uses forecasts from the National Weather Service to determine if disconnections for non-pay should be temporarily suspended. Disconnection of service for non-pay will be suspended when the forecasted low will be 32 degrees or below or the forecasted high will be 98 degrees or above for that day, or, if the National Weather Service (NWS) has issued or has announced that it intends to issue a heat related alert. On business days preceding a holiday or weekend, service will not be disconnected if the forecasted low is 32 degrees or below or the forecasted high will be 98 degrees or above, or there is an NWS heat alert.

The District may, at its sole discretion, suspend or defer disconnection activity in response to extreme weather events (in addition to temperature thresholds mentioned below in this policy) or to, address operational constraints, or ensure employee and public safety. Any such deferral shall not constitute a waiver of the District's rights or the customer's obligation to pay amounts owed.

In addition, a residential customer whose service was disconnected for lack of payment, may request that their service be temporarily reconnected on any day for which the NWS has issued or has announced that it intends to issue a heat related alert by contacting Customer Service.

During a high/low temperature weather event, Customer Service staff may initiate courtesy calls to customers who were disconnected for non-payment and offer a temporary weather reconnect. To ensure customer safety, all temporary weather reconnects must be authorized by the customer. Staff will make a best effort to contact the customer by phone, ~~door tags left at premise,~~ or calls to the landlord/property owner. If the customer cannot be reached, service will not be temporarily reconnected. If payment is not received all temporary weather reconnects will be disconnected, without further notice when the forecasted temperature returns to the thresholds as defined above or the issued heat related alert ends.

*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.

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. If the device should trip and cause a loss of electrical power, the meter will automatically re-establish electric service after 15 minutes when the electrical usage is reduced sufficiently,. 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 **five** business 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, including indirect, consequential, special, or business interruption damages, nor will such ~~failure-interruption~~ 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.

Customers are responsible for taking reasonable measures to protect customer-owned equipment and operations from the effects of service interruptions or voltage fluctuations, including the use of protective devices or backup power where appropriate.

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.

**CUSTOMER CLAIMS FOR DAMAGE OR LOSS:** Customers who believe that an electric service interruption, voltage irregularity, or other District event has caused damage to customer-owned property may submit a written claim to the District using the District’s Standard Tort Claim Form. Claims must include:

- Customer name and service address
- Date and description of the event
- Description of the alleged damage or loss
- Supporting documentation, invoices, or estimates

Submission of a claim does not create a presumption of District liability. The District shall review claims in accordance with applicable law, District policy, and any immunities or limitations available to municipal utilities.

The District shall not be liable for indirect, consequential, or business interruption damages except as required by law.

**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~~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~~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:** Effective October 10, 2023 the District requires the use of advanced meters and does not provide an opt-out option. Advanced meters provide operational efficiencies and are required ~~in order to~~ provide peak demand reads. A customer who desires 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.

Customers that elected to opt-out prior to October 10, 2023 will have a digital meter installed that will be read manually each month. A separate monthly fee will apply for the manual meter read. The digital meter will provide a demand read that is based on the highest 30-minute period in which the consumption of energy is the greatest during the month and will not be limited to peak hours. -The District reserves the right to revoke a customer's opt-out status.

*See 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.

The Net Meter Application Fee covers the overall District costs to review and process each net meter application. The Net Meter Fee covers the cost associated with reprogramming the net meter, the cost of the production meter and production meter installation cost.

*See Fee Schedule for a list of fees.*

**CUSTOMER OWNED METER BASE REPAIR:** ~~In order to~~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 or missing an appeal hearing, 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. The District has implemented technology such as Advanced Metering Infrastructure (AMI) and a Meter Data Management (MDM) system that provides for the collection and analysis of usage data. Usage data is collected in monthly, daily, and in increments of one hour for single-phase meters (i.e. most residential meters) or 15-minute intervals for three-phase meters (i.e. most commercial meters). Data is also collected through the AMI system for outage information and power quality information.

These systems allow for the ability to perform billing that includes a time-of-day residential demand charge, increasing visibility into the distribution system to manage outages and help with detecting and troubleshooting issues with the District's equipment, such as high equipment temperature alerts, voltage monitoring, power quality issues, and other abnormal condition alerts. These systems also provide two-way communication with most meters providing for the ability to do remote disconnects and reconnects.

The District is committed to protecting customer data and ensuring customer privacy. ConsumerCustomer trust is essential to the success of new technologies, and protecting the privacy of customer data is ~~one crucial~~ a key component of strengthening this trust. The District has implemented strict policies related to customer privacy and cyber security. The District also conforms to applicable laws and regulations related to customer information.

~~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, provide utility services as required by state or federal law, or as specifically authorized by the District's Commission (primary purposes). Examples include but are not limited to: billing or bill presentment, energy efficiency program information, validation, or administration (such as

BPA), and customer engagement activities. Customer engagement activities include but are not limited to customer surveys, newsletters, and information regarding District programs and events. (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 and is not a primary purpose listed above, the District will obtain customer permission in advance of releasing the data. Examples include but are not limited to: a customer asking for their data to be shared directly with a third party vendor, from a realtor who is marketing a home on behalf of a customer or is marketing a home to a potential buyer.

- 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.

- ~~d.e.~~ Notwithstanding the foregoing, nothing in this policy is intended to prohibit or prevent the District from inserting any marketing information as part of routine customer communications.

## 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.

- ~~e.~~ The District's Automated Meter Infrastructure (AMI) meters will not transmit Personally Identifiable Information (PII)~~The District will not transmit personally identifiable information over the Advanced Metering Infrastructure network.~~

- ~~d.c.~~ The District implements measures to protect against a loss, misuse, and alteration of the information controlled.

- ~~e.d.~~ The District ensures delivery of an accurate bill and/or timely response if an error is discovered.

## 3. Transparency

- a. The District conducts business in an open, and transparent manner where privacy policies and decisions are available to the public, including the use of open, public processes when considering matters such as rate design changes.

- 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.

#### 4. Customer Choice

- a. ~~The District provides customers with choices, where available, regarding participation in optional programs, billing and payment options, and assistance programs. Customers may also participate in public processes related to policy or rate design changes through notice, comment, and Commission review. In the event rate design changes are considered, development of such changes will be conducted through an open, public process. The District will not implement a Home Area Network that enables customers to monitor and control their own appliances without prior written consent.~~

**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. Examples include but are not limited to: billing or bill presentment, energy efficiency program information, validation, or administration (such as BPA), and customer engagement activities. Customer engagement activities include but are not limited to customer surveys, newsletters, and information regarding District programs and events.~~ 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 four digits of their Social Security Resolution No. 2720

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.

**THREATS, HARASSMENT, AND SAFETY OF DISTRICT EMPLOYEES:** The District is committed to providing safe and professional service to all customers. Benton PUD employees, contractors, and representatives are entitled to perform their duties free from threats, intimidation, harassment, or abusive conduct.

Any customer or individual who threatens, harasses, intimidates, or interferes with District personnel, whether in person, by telephone, in writing, or through electronic communication, may be subject to immediate service restrictions and enforcement action. Examples of prohibited conduct include, but are not limited to:

- Verbal threats of harm or violence toward District employees, contractors, or facilities;
- Harassing, abusive, or repeated threatening telephone calls;
- Intimidation or retaliation against District personnel for performing official duties;
- Physical interference with employees performing service, disconnection, metering, or field work;

- Threatening or harassing electronic communications, including email, text messages, or social media contact.

### **District Response and Enforcement**

When such conduct occurs, the District may, at its discretion:

- Require that future customer interactions occur only in writing or through designated representatives;
- Restrict in-person access to District facilities;
- Terminate or suspend field work until conditions are safe; and/or
- Pursue all remedies available under applicable law, including referral to law enforcement under RCW 9A.46 (Harassment), RCW 9A.76.180 (Intimidating a Public Servant), RCW 9.61.230 (Telephone Harassment), or other relevant statutes.

### **Customer Obligations Remain**

District enforcement actions taken to ensure employee safety do not relieve the customer of responsibility for payment of all charges incurred or compliance with District policies and applicable rate schedules.

**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:** For customer safety, under no circumstances should customers trim or remove vegetation near energized overhead lines or electrical equipment without first contacting the District.

The District will prune all trees and vegetation in proximity to its facilities in a manner consistent with good utility pruning practices to ensure safe and reliable operation of the electrical system. The District provides vegetation management clearance around primary (high-voltage) distribution lines.

Customers are responsible for maintaining clearance around secondary and service lines running directly to a home or business, as well as vegetation that interferes with access to underground electrical facilities. To assist customers in performing this work safely, the District will disconnect and reconnect secondary service at no cost during regular business hours upon request. Customers must contact the District at least two business days in advance to schedule this service.

If trees or vegetation on customer property interferes with the operation or maintenance of the District's facilities, the District ~~will~~ may prune or remove the trees or vegetation as necessary 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. The District shall not be liable for personal injuries, loss or damages resulting therefrom, nor will such failure constitute a breach of agreement for electric service.~~

**FUEL MIX:** Fuel mix disclosure content in accordance with RCW 19.29.060. Data sourced from Department of Commerce annual reporting. Fuel type of "Unspecified" includes 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.

Fuel Type	2024 <del>2</del> Reporting Year	4-Year Average
Biogas	<del>1.53%</del> <u>0.0%</u>	<del>1.16%</del> <u>1.7%</u>

Biomass	<del>3.77%</del> <u>0.0%</u>	<del>1.46%</del> <u>1.7%</u>
Coal	0.0 <del>0</del> %	0.00%
Hydroelectric	<del>72.45%</del> <u>75.4%</u>	<del>75.05%</del> <u>72.9%</u>
Natural Gas	<del>0.57%</del> <u>0.0%</u>	<del>0.82%</del> <u>0.1%</u>
Nuclear	<del>9.30%</del> <u>12.8%</u>	<del>9.73%</del> <u>10.3%</u>
Petroleum	0.0 <del>0</del> %	0.0 <del>0</del> %
Solar	0.0 <del>0</del> %	0.0 <del>0</del> %
Wind	<del>6.32%</del> <u>0.5%</u>	<del>6.74%</del> <u>5.2%</u>
Unspecified Sources	<del>6.06%</del> <u>11.3%</u>	<del>5.04%</del> <u>8.1%</u>
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

## HOURS OF OPERATION & FEE SCHEDULE

### BUSINESS HOURS

7:30 AM – 5:30 PM Monday - Thursday

### AFTER HOURS

5:30 PM – 7:30 AM Monday - Thursday  
All hours Friday, weekends, and holidays

<i>Start Service</i>	\$15
<i>Late Fee</i>	1%
<i>Urgent Notice</i>	\$2
<i>Returned Payment</i>	\$25
<i>Disconnect/Reconnect due to Non-Payment</i>	\$15
<i>Seasonal Disconnect Reconnection Fee (If site visit is required to manually disconnect or reconnect meter)</i>	\$380
<i>Installation/Removal of Load Limiting Device</i>	\$15
<i>Load Limiting Device Test – Field Test during Business Hours</i>	\$50
<i>Load Limiting Device Test – Field Test during After-Hours</i>	\$200
<i>Meter Tampering/Self Connection</i>	\$300 <u>and/</u> or actual cost
<i>Advanced Meter Opt Out</i>	\$15/month
<i>Appeal Hearing</i>	\$70
<i>Net Meter Application</i>	\$100
<i>Net Meter</i>	\$335
<i>Net Meter Reinspection</i>	\$150
<i>Home Energy Tune-Up – First Audit in 12 Month Period</i>	No charge
<i>Home Energy Tune-Up – Multiple Audits in 12 Month Period</i>	\$49.95
<i>Customer Requested Temporary Service Disconnects – Business Hours</i>	No Charge
<i>Customer Requested Temporary Service Disconnects – After-Hours</i>	\$200 or actual cost
<i>Meter Test</i>	\$25

***Multi-Tenant Meters – Field Visit***

\$250 or actual cost

# Signature Certificate



Envelope Ref:ca1878859c1b81f8d423bb0db3815683ac1abae8

Author: Cami McKenzie    Creation Date: 04 Mar 2026, 14:15:55, PST    Completion Date: 05 Mar 2026, 11:53:02, PST

## Document Details:



Name: Commission Packet - 2026-03-10

Type:

Document Ref: 0842a79c2e5ea12d4ed9f4e12d25966fcb52a78efa92f2ccee4f116e08821fd7

Document Total Pages: 175

## Document Signed By:

Name: Rick Dunn  
Email: dunnr@bentonpud.org  
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Location: KENNEWICK, WA (US)  
Date: 05 Mar 2026, 11:53:02, PST  
Consent: eSignature Consent Accepted  
Security Level: Email

## Document History:

Envelope Created	Cami McKenzie created this envelope on 04 Mar 2026, 14:15:55, PST
Invitation Sent	Invitation sent to Rick Dunn on 04 Mar 2026, 14:29:52, PST
Invitation Accepted	Invitation accepted by Rick Dunn on 05 Mar 2026, 11:49:53, PST
Signed by Rick Dunn	Rick Dunn signed this Envelope on 05 Mar 2026, 11:53:02, PST
Executed	Document(s) successfully executed on 05 Mar 2026, 11:53:02, PST
Signed Document(s)	Link emailed to dunnr@bentonpud.org
Signed Document(s)	Link emailed to mckenzie@bentonpud.org