What kind of programs do you have to help low income customers? Benton PUD offers a 10%, 15% or 25% discount for qualifying low income seniors and low income disabled customers based on their household income. The minimum discount for all three ranges is the Daily System Charge assessed for the billing period.

Customers are invited to attend an informational meeting and provide feedback regarding the proposed retail electric rate increase on August 15 at 5:30 pm at Benton PUD’s Auditorium located at 2721 W 10th Avenue in Kennewick.

BPA’s wholesale rates continue to rise primarily due to decreasing wholesale market prices. BPA uses revenues from selling excess energy into the wholesale market to offset rates charged to utilities. Lower wholesale market prices result in lower wholesale market revenues to offset these rates.

Benton PUD power costs and taxes represent two-thirds of our budgeted expenditures. Operations and Maintenance (O&M) costs, capital expenditures and debt service make up the remaining one-third.

Bonnieville Power Administration to raise wholesale rates
Benton PUD’s retail electric rates are projected to increase 1.9% effective October 1, 2017. This increase is directly attributed to the Bonneville Power Administration’s (BPA’s) 5.4% average wholesale rate increase effective October 1, 2017.

For the average residential customer, the proposed increase will be about $2.10 a month, increasing the average monthly bill from $113.40 to $115.50. The median monthly bill amount for comparable Northwest utilities is $122.

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What kind of programs do you have to help low income customers? Benton PUD offers a 10%, 15% or 25% discount for qualifying low income seniors and low income disabled customers based on their household income. The minimum discount for all three ranges is the Daily System Charge assessed for the billing period.

For a Low Income Senior Discount, the customer must be 62 years of age or older.

For a Low Income Disabled Discount, the customer or a member of the household must have a qualifying disability.

Benton PUD also offers Helping Hands assistance of $125 to $225, based on household size to income qualifying customers. The program is administered by Community Action Connections.

How much electricity did you use in July?
Ever been surprised by your electric bill and wonder when you used the energy? With SmartHub®, you can track your usage on a monthly, daily or hourly basis to understand why your bill varies and make changes to help avoid a surprise on your bill.

Tracking your usage is easy with SmartHub®. If you haven’t enrolled in SmartHub®, go to BentonPUD.org or download the app. You can check your usage anytime or anywhere. If you log into SmartHub® from your app, at the top of the screen you’ll see your total daily usage. If it is green, this indicates your usage was low for that day; if it is red this indicates your usage was higher than normal. Below the daily total usage, you can choose to view your hourly, daily, weekly or monthly usage.

You’ll probably notice your July usage was higher than previous months because of the warmer weather. The average temperature is indicated on the usage graph with a black line. For more detail you can view daily and hourly usage with the temperature noted on each of the graphs.

There are easy to follow videos on our website with step-by-step instructions for SmartHub®.

You can check your usage regularly. When you know your usage is running high, you can take steps to lower it. Did you notice your hourly usage was the highest in the morning? Remind family members to take shorter showers to conserve on water heating or postpone running the dishwasher until it is completely full. Or was your usage higher at dinner time when outside temperatures peaked? Keep the heat out of your house by barbecuing rather than using the stove for dinner.

For more information about SmartHub® or summer energy tips – visit BentonPUD.org

Visit us at Senior Day
October 12, 2017 9 am to 1 pm
Benton PUD Auditorium in Kennewick and Prosser

Seniors are invited to stop by for goodie bags, cookies and coffee, and learn more about energy savings, electrical safety, and see SmartHub® demonstrations. Senior Day provides customers the opportunity to meet with Community Action Connections representatives to discuss Benton PUD’s Low Income Senior discount and reapply if needed.

Donate to Benton PUD’s Helping Hands Program
There are times our neighbors may need some help paying their electric bills, especially this time of year when the temperatures get hot and electric bills go up. To help, you can add an additional amount of $1 or more to your bill each month or make a one-time donation with your payment. To learn more about Benton PUD’s Helping Hands Program go to BentonPUD.org

Our Customer Service Representatives will be available to help you enroll in SmartHub® and sign up for Auto Pay as well as other Benton PUD services.

For complete information BentonPUD.org or call Customer Service 509.582.2175

Share a little and help a lot
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“Hydropower Flows Here” campaign

Every time you turn on a light switch, jump in the shower or charge your phone, it’s because “Hydropower Flows Here!”

Most people rarely think of the benefits of hydropower. The iconic rivers of the region not only support the livelihoods and way of life for millions of people, but they are also the primary source of renewable, reliable and affordable energy.

To raise awareness of all the benefits of hydropower, Bonneville Power Administration (BPA) has partnered with Pacific Northwest utilities on a social media campaign – “Hydropower flows here!” The campaign is intended to share information with consumers about the various attributes of hydro that powers more than 75 percent of Northwest homes and businesses.

The campaign will use pictures that depict all the benefits of hydropower. Check out Benton PUD’s Facebook and share with your Facebook friends. Snap a picture of how hydropower benefits you and post it with the hashtag #HydroFlowsHere. How about a picture boating on the river or a lit up baseball game at night? Let’s show our pride for hydropower!

Use your computer, tablet or smartphone...

Go Paperless and receive a $5 credit

Going Paperless with SmartHub® is easy and convenient. You’ll be notified by e-mail or text (your choice) when your bill is ready and with the click of a button you can make a payment. For a limited time when you enroll in SmartHub® and choose to go Paperless, you’ll receive a one-time $5 credit on your bill (per customer).

Visit BentonPUD.org to enroll in SmartHub® or download the SmartHub® app to your smartphone or tablet. All you need is your Benton PUD account number (on your bill), the last name on your account or business name and an email address. Log in to SmartHub and when prompted, choose to turn off paper bills.

You can also set up Auto Pay, make a payment, report an outage, view your electric usage or contact us if you have a question.

Plug into Your Future / Customer Information Meetings

As Benton PUD plans for the future and develops a strategic plan to best serve our customers, we want our customers’ input. Four meetings are scheduled on specific topics to provide you more information on the challenges and opportunities ahead for Benton PUD. We appreciate your participation and feedback at these very informative meetings.

Rate Information – August 15, 5:30 pm

The Bonneville Power Administration (BPA) announced an increase in wholesale power rates effective this October. Benton PUD staff will discuss why BPA rates are increasing and how it impacts our customers’ rates this year and in the future.

The Changing Utility – August 30, 5:30 pm

The greatest engineering achievement of the 20th century was the power grid that delivers electricity to our customers. Today, this achievement faces some of the greatest challenges in its history. New regulatory policies add complexity and can be costly. Integrating additional renewable resources and protecting the hydropower system is a growing concern. Even the rising interest in electric vehicles has an impact, too. How will Benton PUD meet the challenges and at the same time, meet your expectations? What do you want your customer-owned utility to look like in the future?

Benton PUD Broadband - Connecting our community September 20, 5:30 pm

In 2000, Benton PUD and several other utilities founded NoaNet to provide reliable, open-access wholesale broadband services to our communities. Today, Benton PUD’s broadband has over 350 miles of fiber-optic cable installed throughout Benton County and is connected to NoaNet’s network with over 3,000 miles of fiber-optic cable installed throughout the state. Learn more about this world-class high-speed broadband network and provide input on the possibilities for the future.

Emerging Technologies – the next era of electricity use – September 27, 5:30 pm

Electricity is the backbone of technology that powers utilities and its customers; from smart phones to smart homes, solar on rooftops to electric vehicles in the garage. These technologies have an impact on how your utility operates and ultimately the services we offer to customers. What technologies would you like Benton PUD to focus on?

For complete information BentonPUD.org or call Customer Service 509.582.2175