

Understanding Your New Bill


Benton PUD has a new bill format. We have worked diligently to upgrade our system and this redesigned bill is the result of our desire to provide customers with the most information possible.

FRONT OF BILL

- 1 Your new Benton PUD account number & billing information
- 2 Your account summary, including amount due and due date
- 3 Special messages and notifications from Benton PUD
- 4 Electric usage
- 5 Usage graph
- 6 Itemized charges
- 7 Payment stub

BACK OF BILL

- 8 Ways to pay your bill and more information



2721 W 10th Ave
PO Box 6270
Kennewick, WA 99336

Pay online or go paperless at
www.bentonpud.org

396 1 AV 0.370
JOHN DOE
JANE DOE
123 ANY STREET
KENNEWICK WA 99336-9999

5 396
C-2 P-2

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ACCOUNT INFORMATION			
Account:	99999999		
Service Period:	12/26/2016 - 01/27/2017	1	
Number of Days:	31		
Billing Date:	01/27/2017		
ACCOUNT SUMMARY			
Total Previous Balance	\$86.70		
Payments Received	-\$86.70		
Balance Forward	\$0.00	2	
New Charges Due 02/16/2017	\$85.67		
Total Amount Due *	\$85.67		

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


3

Help others in need with their electric bill. It's easy. Just add your donation to the Helping Hand Donation line on the payment stub and include the additional amount in your check. Even a \$1 donation will assist a customer in need.

Service Address: 123 Any Street

NEW CHARGES DETAIL	
Residential Services	
1,092 kWh @ 0.0718	\$78.41
Daily System Charge	\$0.55
Kennewick City Tax	\$6.71
Subtotal New Charges	\$85.67
New Charges Due Date 02/16/2017	

PLEASE RETURN THE BOTTOM PORTION WITH YOUR PAYMENT • MAKE YOUR CHECKS PAYABLE TO: BENTON PUD



Kennewick Office
2721 W 10th Ave
PO Box 6270
Kennewick, WA 99336
(509) 582-2175

Prosser Office
250 N Gap Road
Prosser, WA 99350
(509) 786-1841

Manage your account with SmartHub!
◆ Make Payments, Go Paperless
◆ Track Electric Usage
◆ Report Outages
Sign up at BentonPUD.org

JOHN DOE
JANE DOE
123 ANY STREET
KENNEWICK WA 99336-9999

METER INFORMATION			
Meter #	Current	Previous	Mult
999999	6959	5867	1
			kWh Usage
			1092
			KW Demand
			5.0
KWH USAGE/PRODUCTION HISTORY			
kWh			
Temp °F			
2016			
2017			
PERIOD ENDING		Jan 2017	Jan 2016
Avg Daily Temperature		22	23
Avg Daily kWh Usage		77	35
Avg Daily Cost		\$5.91	\$2.76

AMOUNT DUE	
ACCOUNT NUMBER	99999999
Total Amount Due	\$85.67
New Charges Due Date	02/16/2017
Helping Hands Donation	\$
Total Amount Enclosed	\$

BENTON PUD
PO BOX 6270
KENNEWICK WA 99336-0270

5120400999999000025786000026044020320

QUESTIONS? Contact Customer Service at 509-582-2175 or 509-786-1841, or visit BentonPUD.org. For outages call 1-888-582-2176.

Billing Information & Fees

Electric bills include charges for electricity, delivery services, general administration and overhead, metering, taxes, conservation expenses, and other items. Bills are issued approximately every 30 days and are due 20 days from the billing date.

Electric Usage

Electric usage is measured in kilowatt-hours (kWh). Bills are based on the amount of electricity used during the billing period. If an account becomes delinquent it may be subject to the following: 1) 3% late fee, 2) urgent notices, 3) disconnection of service, 4) disconnection of service, which may result in fines and a deposit. Unpaid closed accounts and unpaid miscellaneous accounts are referred to an agency for collection. Per RCW 19.16.050, agency fees are payable by the customer.

Change of Ownership or Change of Legal Responsibility

When you sell or transfer your property, you are responsible for all power consumed until a final reading can be obtained. You must notify our offices to pick up a Winter Weather Moratorium document that must be completed and signed by a submetered employee of the Community Action Connections, then return the document to Benton PUD. Customers who wish to donate to the program may take up to one week to process, and may include a fee.

Green Power Program

Green Power Program gives customers an opportunity to help support additional purchases of renewable power by Benton PUD. The level at which you choose to participate will be added to your monthly bill.

Returned Payments

Returned payments that fail to clear the instruction upon which it is presented may result in immediate disconnection of electric service until all debts and service charges are paid. 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 a fee.

Low Income Services

Low Income Discounts are available for qualified seniors and disabled customers. Eligible customers may receive a 10%, 15% or 25% monthly discount on their bill.

Winter Weather Moratorium

15 through March 15, under RCW 54.16.025. To qualify, you must: 1) notify Benton PUD no later than the final date on the Urgent Notice of the inability to pay the electric bill, 2) visit our offices to pick up a Winter Weather Moratorium document that must be completed and signed by a submetered employee of the Community Action Connections, then return the document to Benton PUD. Customers who wish to donate to the program may take up to one week to process, and may include a fee.

Disabling Hands Funds

Disabling Hands funds are available for qualified low income customers. Benton PUD customers, employees and community members voluntarily make donations to the Helping Hands program. Funds are disbursed through Community Action Connections (CAC) to customers who need help on their electric bill and meet the guidelines. Please contact CAC at 509-545-4045 for more information.

Payment Options

- Enroll in SmartHub at BentonPUD.org to sign up for paperless billing, Autopay or make a one-time payment.
- Make a one-time payment - no enrollment required.
- Call 509-582-2175 or 509-786-1841 and follow the prompts to pay your bill using a credit or debit card.
- Save your payment information and sign up for recurring Autopay.

Alternate Payment Sites

- US Bank: 1221 N. Columbia Center Blvd., Kennewick, WA 99301
- Check/Free Locations: Walmart and Moneytree
- Payments made at alternate sites may take up to one week to process, and may include a fee.

Payment Drop Boxes

- Located at Benton PUD offices in Kennewick and Prosser for payments made by check or money order.

Budget Payment Plan

- Enroll in SmartHub at BentonPUD.org to sign up for recurring Autopay, or sign up for Autopay through the Pay by Phone system.
- Available to eligible customers with a zero balance and offers an average monthly payment program.

Payment Arrangements

- May be available to customers unable to pay their monthly bill. Payment arrangements on past due accounts are made at the discretion of Benton PUD. Broken payment arrangements are subject to disconnection of electric service without further notice.