



Dear Benton PUD Customer,

Benton PUD values you as a customer and wants to make you aware of important customer rates and policy information. Annually, Benton PUD reminds our customers that the following information is available in the *Customer Service Rates and Policies* booklet, located on our website:

- Explanation of credit, collections, and deposit requirements
- Itemized listing of all rates and charges, for which you are responsible, and how to receive notice of public hearings on rate changes
- An explanation of metering policies, including the process used to verify the reliability of meters and adjusting bills upon discovery of errors in meters or measurements
- Bill payment policies, including due dates and late fees
- Explanation of payment arrangement options available, including budget payment plans
- Home heating assistance from government and private sector organizations
- Explanation of the method you can use to discontinue service, circumstances under which service may be disconnected by the utility, and how to avoid disconnection
- Explanation of policy governing the confidentiality of proprietary customer information, including ways in which you can control access to the information
- Explanation of the method you may use to make inquiries to and file complaints with the utility, and the utility's procedures for responding to and resolving complaints and disputes

In addition, Benton PUD's Annual Report is available on our website and contains information for the previous calendar year, including: a general description of the number of customers per rate class; a summary of the average electricity rates per customer class in cents per kilowatt-hour; an explanation of the amount invested in conservation, non-hydro renewable resources, low-income energy assistance programs and the source of funding for the investments; and an explanation of the amount of federal, state, and local taxes collected and paid by the utility, including the amounts collected by the electric utility but paid directly by retail electric customers.

Other important information we provide to our customers includes:

- Benton PUD's voluntary Green Power program which gives customers an opportunity to help support additional purchases of renewable power by Benton PUD
- Benton PUD's Calendar Year 2022 fuel mix, based on data reported by Benton PUD to the state Department of Commerce:

<b>Fuel Type</b>	<b>Percentage</b>
Coal	0.00
Hydroelectric	72.45
Natural Gas	0.57
Nuclear	9.30
Petroleum	0.00
Solar	0.00
Wind	6.32
Other Generation	5.30
Unspecified Sources *	6.06
<b>TOTAL</b>	<b>100.00</b>

*\*Unspecified sources are Benton PUD's market purchases when contracted resources are not sufficient to meet load and Benton PUD's allocation of Bonneville Power Administration's market purchases. Benton PUD may not know the specific generation resource for its market purchase transactions as counterparties are not required to disclose the specific generation resource at the time of transaction.*

For further information on the topics described above or for a copy of the *Customer Service Rates and Policies* booklet or Annual Report (free of charge), please visit our website at [BentonPUD.org](http://BentonPUD.org), call 509-582-2175, or email [webcsr@BentonPUD.org](mailto:webcsr@BentonPUD.org). Information is also available at either of Benton PUD's offices:

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250 N. Gap Road, Prosser, WA 99350 509-786-1841