



# Customer Service Rates & Policies

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April 2017





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

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

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

**CUSTOMER SERVICE POLICIES – RESOLUTION 2379**

*Effective September 27, 2016*

**RETAIL RATE SCHEDULE 71 – RESOLUTION 2397**

*Effective April 1, 2017*

**AMENDING LARGE IRRIGATION RETAIL RATE  
SCHEDULES – RESOLUTION 2380**

*Effective April 1, 2017*

**RETAIL RATE SCHEDULES – RESOLUTION 2372**

*Effective September 1, 2016*

**LINE EXTENSION AND  
FACILITIES CONSTRUCTION POLICY –RESOLUTION 2399**

*Effective April 1, 2017*

**To report an outage, call  
1-888-582-2176**

**[WWW.BENTONPUD.ORG](http://WWW.BENTONPUD.ORG)**

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# **RETAIL RATE SCHEDULES**

# RETAIL RATE SCHEDULES

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

## SCHEDULE 11 RESIDENTIAL SERVICE

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

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

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

**RATE:**

Daily System Charge

\$0.55 per day

Monthly Energy Charge

\$ 0.0718 per kWh

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

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

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



SCHEDULE 21  
**SMALL GENERAL SERVICE**

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

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

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

**RATE:**

Daily System Charge

Single-phase: \$0.46 per day

Multi-phase: \$0.68 per day

Monthly Energy Charge

\$0.0644 per kWh

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

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

SCHEDULE 22  
**MEDIUM GENERAL SERVICE**

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

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

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

**RATE:**

Daily System Charge

Single-phase:     \$0.92 per day  
Multi-phase:     \$1.38 per day

Monthly Energy Charge

April 1 through August 31, inclusive:     \$0.0509 per kWh  
September 1 through March 31, inclusive:     \$0.0597 per kWh

Monthly Demand Charge

First 50 kW of demand per month:     No demand charge  
Excess above 50 kW of demand per month:     \$8.77 per kW billing demand per billing period

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

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

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

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

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

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

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

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

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

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

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

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

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

SCHEDULE 23  
**LARGE GENERAL SERVICE, NON TIME-OF-USE**

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

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

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

**RATE:**

Daily System Charge

Multi-phase: \$1.38 per day

Monthly Energy Charge

Non Time of Use:

April 1 through August 31, inclusive: \$0.0411 per kWh

September 1 through March 31, inclusive: \$0.0492 per kWh

Monthly Demand Charge

First 50 kW of demand per month: No demand charge

Excess above 50 kW of demand per month: \$7.45 per kW billing demand per billing period

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

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

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

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

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

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

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

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

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

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

Where pf = Average Power Factor

Where kWh = Kilowatt-Hours

Where kvarh = Reactive-Kilovolt-Ampere Hours

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

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

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

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

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

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

**RATE:**

Daily System Charge

Multi-phase:      \$1.38 per day

Monthly Energy Charge

Time of Use:

April 1 through August 31, inclusive:

kWh used Monday through Saturday,

6:00 a.m. to 10:00 p.m.:      \$0.0413 per kWh

used all other hours:      \$0.0381 per kWh

September 1 through March 31, inclusive:

kWh used Monday through Saturday,

6:00 a.m. to 10:00 p.m.:      \$0.0506 per kWh

used all other hours:      \$0.0432 per kWh

Monthly Demand Charge

First 50 kW of demand per month:      No demand charge

Excess above 50 kW of demand per month:      \$7.45 per kW billing demand per billing period

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

1. The measured demand for the month adjusted for power factor less 50 kW

2. Or as specified in a separate contract

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

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

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

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

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

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

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

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

Where pf = Average Power Factor

Where kWh = Kilowatt-Hours

Where kvarh = Reactive-Kilovolt-Ampere Hours

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

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



SCHEDULE 33  
**LARGE INDUSTRIAL**

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

**APPLICABLE:** To new large industrial loads greater than 3500 kW demand and less than 5 average annual megawatts energy, served under a power sales contract with the District.

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

**RATE:** Large Industrial customers will be served at rates determined under a contract negotiated with the District.

**SCHEDULE 51  
STREET LIGHTING**

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

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

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

**MONTHLY RATES:**

Type and Size of Lamp	District-Owned Facilities		Customer-Owned Facilities	
	Metered	Unmetered	Metered (See Small General Service Rates)	Unmetered
50w. Ind.				\$1.98
135w. Ind.				\$3.31
200w. Ind.				\$4.38
42w. LED	\$2.10	\$3.92		\$1.83
53w. LED	\$2.10	\$4.40		\$2.30
54w. LED				\$2.34
101w. LED	\$2.10	\$5.40		\$3.30
139w. LED	\$2.10	\$5.47		\$3.37
180w. LED				\$4.35
260w. LED				\$5.61
100w.H.P.S.	\$5.81	\$7.37		\$4.12
150w.H.P.S.		\$8.19		\$4.92
200w.H.P.S.	\$5.83	\$9.22		\$5.96
250w.H.P.S.	\$5.85	\$10.15		\$6.89
400w.H.P.S.	\$5.86	\$12.38		\$9.13
*175w.Mer.Vap.	\$5.52	\$8.33		\$5.08
*250w.Mer.Vap.	\$5.72	\$10.03		\$6.78

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

The rate for District-owned systems includes routine maintenance and replacement of light emitting diode (LED), high pressure sodium (HPS), and Mercury Vapor lamps, photocells and luminaries. The monthly rate for Induction (IND) type lighting does not include routine maintenance and

replacement. Routine maintenance and replacement of Induction lighting is the customers' responsibility. The rate does not cover unusual damage or failure of the system requiring major component replacements. Maintenance of the system will be performed during normal District working hours. It is the customer's responsibility to provide ingress/egress easements for the District to perform any necessary repairs. Customer will provide trench and backfill for installation or replacement of underground conditions. The cost of additional District-owned poles (wood or metal) including installation is to be collected by the District at the time of construction.

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

**SCHEDULE 61  
SECURITY LIGHTING**

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

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

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

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

Type & Size of lamp	Customer-Owned Facilities			District-Owned Facilities	
	Metered	Unmetered	Energy Only	Metered	Unmetered
100w.H.P.S.	*** \$3.61	*** \$5.85	*** \$2.28	*** \$8.22	\$10.50
***150w.H.P.S.	\$3.81	\$7.31	\$3.52	\$8.64	\$11.59
*175w.Mer.Vap.		\$7.58	\$4.20	\$8.25	\$11.82
*250w.Mer.Vap.		\$10.09	\$6.41	\$8.53	\$14.09
*400w.Mer.Vap.		\$13.49	\$9.73	\$8.60	\$17.47
*1000w.Mer.Vap		\$27.52	\$23.16	\$8.56	\$31.70

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

Standard Wood Pole, 30-35 feet:	\$3.13
Standard Wood Pole with an Underground Feed, 30-35 feet:	\$4.76
**Direct Burial Steel with an Underground Feed, 30 feet:	\$5.60

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

**SPECIAL CONDITIONS:** The property owner shall agree to accept and pay for the service set in this rate schedule for a minimum period of 3 years.

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

*\*Not available after March 1, 1982*

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

*\*\*\*Not available after January 1, 1986*

SCHEDULE 71  
**SMALL AGRICULTURAL IRRIGATION**

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, single-phase and three-phase, at available secondary voltage. At the discretion of the District single-phase service may be furnished provided individual motor capacity is not in excess of 7.5 horsepower.

**RATE:**

Daily System Charge

\$0.15 per day

Monthly Energy Charge

\$0.0520 per kWh

Monthly Demand Charge

\$3.10 per kW billing demand per billing period

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

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

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

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

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

SCHEDULE 72  
**LARGE AGRICULTURAL IRRIGATION**

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, three-phase, 60 hertz, at available secondary voltage.

**RATE:**

Daily System Charge

\$1.05 per day

Monthly Energy Charge

\$0.0441 per kWh

Monthly Demand Charge

\$3.25 per kW billing demand per billing period

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Miles of Line Charge

\$245.65 per mile of distribution feeder line

Monthly Energy Charge

\$0.0414 per kWh

Monthly Demand Charge

\$3.78 per kW billing demand per billing period

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

SCHEDULE 74  
**AGRICULTURAL IRRIGATION - SPRINKLER WHEELTURNING**

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge  
\$0.0479 per kWh

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

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

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge

\$0.0418 per kWh

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

SCHEDULE 76  
**LARGE AGRICULTURAL IRRIGATION PUMPING STATION**

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, three-phase, at available secondary voltage.

**RATE:**

Daily System Charge:

\$1.00 per day

Monthly Energy Charge

\$0.0414 per kWh

Monthly Demand Charge

\$3.25 per kW billing demand per billing period

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

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

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

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

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

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

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

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

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

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

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

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

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

SCHEDULE 80  
NEW LARGE SINGLE LOAD

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

**APPLICABLE:** A New Large Load (NLL) is a load associated with a new facility, existing facility, or an expansion of an existing facility which will result in an increase in power capacity to the District of 5 aMW or more over any consecutive twelve-month period.

The District, at its sole discretion, will make a determination as to what constitutes a single facility for purposes of identifying a NLL based on criteria including, but not limited to:

1. Whether the load is operated by a single end-use customer
2. Whether the load is in a single location
3. Whether the load serves a manufacturing process which produces a single product or type of product
4. Whether separable portions of the load are interdependent
5. Whether the load is contracted for as a single load under customary billing and service policies
6. Whether the load is measured through one or several meters
7. Consideration of facts from previous similar situations; and
8. Any other factors the District determines to be relevant

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

**RATE:** New large load customers will be served at rates determined under a contract negotiated with the District. This rate schedule is triggered under either of the following conditions:

1. The District is at or above its Contract High Water Mark (CHWM) in serving any portion of the NLL
2. **Or** the NLL qualifies as a New Large Single Load (NLSL), a load of 10 aMW as defined in Public Law 96-501

This rate schedule uses a threshold concept, where new loads below the 5 aMW threshold are treated the same as existing loads. Rates are established through Cost of Service Analysis and rate setting procedures. New loads above the 5 aMW threshold are treated in a manner described in Benton PUD Resolution No. 2177, New Large Load Policy – Power Costs, adopted May 8, 2012.

SCHEDULE 85  
**FLATS - UNMETERED ELECTRIC SERVICE**

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

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

**CHARACTER OF SERVICE:** 60 hertz alternating current, single-phase, at available secondary voltage.

**RATE:**

Monthly Energy Charge  
\$0.0663 per kWh

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



SCHEDULE 90  
**INTERCONNECTION, TRANSFER OF POWER AGREEMENTS, AND  
CONSTRUCTION OPERATION AND  
MAINTENANCE AGREEMENTS**

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

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

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

**RATE:**

Monthly Energy Charge  
\$0.0460 per kWh

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



# **CUSTOMER SERVICE POLICIES**

# 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.

**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, written or submitted via an online application 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, 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.

When an application for service is received for a location where electric service has been disconnected between occupants, the property owner or owner's authorized agent will be asked to approve connection of electric service for the applicant in

order to ensure that it is safe to do so. Service will not be started if the owner or owner’s authorized agent does not grant approval to connect electric service. The District may require the owner or owner’s authorized agent to provide proof of ownership or proof of authority to act in this regard.

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

1. The electric meter will generally be read on the requested date. However, due to weekends and holidays, a delay of up to 5 days may occur.
2. The customer is responsible for power consumed until a final meter read can be obtained.
3. The account is closed and a final billing is processed and mailed.

**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 verify that the SSN matches the name of the primary applicant to determine validity and conduct a credit assessment to determine credit worthiness of the applicant. If a valid SSN is not provided, 2 pieces of valid identification, one of which must be photo identification, may be provided. Valid photo identification includes, but is not limited to: a passport, state driver’s license, identification card issued by a state or foreign country, U.S. military ID, U.S. Citizenship and Immigration document with signature and photo. To comply with the Fair and Accurate Credit Transactions Act, a United States federal or state government issued identification may be required. Electric service will not be connected until such a time as a valid SSN or 2 pieces of valid identification, one of which must be photo identification, is provided. When signing up for service at a new location, a Start Service fee will be added to the customer’s first monthly bill. *See Fee Schedule A for a list of fees.*

**RESIDENTIAL DEPOSIT INFORMATION:** The District may require a security deposit in the form of cash or other payment guarantee for electric service. Deposits may be required from new customers or existing customers who fail to maintain a satisfactory payment record. When required for new customers, deposits are payable at the time of application for electric service. At the District’s discretion, a

payment arrangement may be entered into for payment of the deposit. If a deposit is not paid as required, electric service may be disconnected.

1. If a Basic Deposit is required, it is defined as 2 times the average monthly bill at the location where electric service is requested. For a residential account, if there is insufficient usage history at the premise during the previous 12 months, the Basic Deposit amount is calculated using the square footage of the premise,  $2 \times (\text{sq. ft.} \times .085)$ . The minimum residential Basic Deposit amount is \$100.
2. If a Special Deposit is required, it is defined as 4 times the average monthly bill at the location where electric service is requested. A Special Deposit will be required in advance of starting service if prior credit history indicates past unpaid debt or write-off with the District, self-connected electric service, tampering with equipment, or stolen electricity. In the event there is insufficient usage history at the premise during the previous 12 months, the Special Deposit amount is calculated using the square footage of the premise,  $4 \times (\text{sq. ft.} \times .085)$ . The minimum Special Deposit is \$200.
3. 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.
4. A Basic or Special deposit may be required in any of the following circumstances:
  - a. 2 pieces of valid identification, one of which must be photo identification, is presented in lieu of a valid SSN.
  - b. A valid SSN is provided, but the applicant has unpaid debt with the District.
  - c. A valid SSN is provided, but an unsatisfactory credit assessment is obtained by the District from a national credit assessment agency.
5. A deposit will be held on the account until such time that the customer demonstrates a satisfactory payment record for 12 consecutive months. The deposit refund will be credited to the electric account during the next billing period.
6. At the District's discretion, deposits may be refunded by check, or applied to any delinquent Home Energy Tune-up charges, or applied to the account(s) billed for electric service or fees as listed under *Fee Schedule A*.
7. Deposit refunds on closed accounts will be issued in the name of the primary account holder at the time the account is closed, and may take up to 4 weeks to be processed.

8. If a deposit is required due to an unsatisfactory credit assessment, a customer has the right to disclosure of their credit report due to the fact that adverse action was taken because of the contents of their credit report. The fact that adverse action, in the form of a deposit or denial of electric service, has been taken entitles the customer to a copy of their credit report free of charge by writing to the applicable credit bureau within 60 days from the date the adverse action was taken and requesting a copy.

**COMMERCIAL/IRRIGATION APPLICATION FOR SERVICE:** In addition to routine information such as business name, address and principle partners, Corporations and Partnerships must provide a valid Unified Business Identifier (UBI) number and completed commercial application. If the UBI number is not in the state registry, proper documentation is required. Sole Proprietors must provide a valid Social Security Number (SSN) and completed commercial application. Electric service will not be connected until such time as valid photo identification is provided. All UBI numbers are verified through the State of Washington prior to the connection of electric service. In the event the business name and the UBI number do not match the state database, the applicant is required to apply for electric service in person, at a District office and provide a valid Washington State business license and an acceptable form of photo identification. 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 A* 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. When required for new customers, deposits are payable at the time of application for electric service. At the District's discretion, a payment arrangement may be entered into for payment of the deposit. If a deposit is not paid as required, electric service may be disconnected. 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 *Fee Schedule A*.

1. If a Basic Deposit is required for an existing commercial service, it is defined as 2 times the average monthly bill at the location where electric service is requested. The minimum commercial or irrigation Basic Deposit amount is \$200.
2. If a Basic Deposit is required for a new commercial service a Basic Deposit Calculation will be used. The Basic Deposit Calculation will be based on the square footage of the premise as follows:  $2 \times (\text{sq. ft.} \times .20)$  to determine 2 times the average monthly bill amount, subject to the following:

- a. Deposits for loads that are expected by the District to exceed the Basic 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 Basic 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 Basic Deposit is calculated using the horsepower of the pump,  $2 \times (\text{hp} \times \$42)$ .
4. If a Special Deposit is required, it is defined as 4 times the average monthly bill at the location where electric service is requested. A Special Deposit will be required in advance of starting electric service if prior credit history indicates past unpaid debt or write-offs with the District, self-connected electric service, tampering with equipment, or stolen electricity. In the event there is insufficient usage history at the premise during the previous 12 months, the Special Deposit amount is calculated as follows:
  - a. A commercial Special Deposit amount is calculated using the square footage of the premise,  $4 \times (\text{sq. ft.} \times .20)$ . The minimum Special Deposit is \$400, with no maximum limit.
  - b. An irrigation Special Deposit is calculated using the horsepower of the pump,  $4 \times (\text{hp} \times \$42)$ . The minimum Special Deposit is \$400, with no maximum limit.
  - c. Deposits for loads that are expected by the District to exceed the consumption covered by the Special Deposit calculation will be calculated manually to determine 4 times 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. The same exceptions noted in number 2 (a) and 2 (b) above in the Basic Deposit section also applies to this section.
5. A deposit is required for all commercial and irrigation accounts. A District representative may waive the deposit requirement for a commercial or irrigation customer that meets any one of the following exemption criteria:
  - a. Attained at least 24 months of a satisfactory payment record with the District, within the past 3 years.
  - b. The District is in receipt of a credit reference in the customer's name from their previous utility reflecting satisfactory credit. The letter must verify at least 24 months of acceptable payment history within the past 3 years with no more than one late



- payment, one returned payment and no disconnects for non-payment. The credit reference must pertain to an account of similar business nature for which electric service has been applied for with the District.
- c. District obtained credit report demonstrates proof of an acceptable nationally recognized credit rating of investment grade or higher.
6. 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.
  7. Deposit refunds on closed accounts will be issued in the name of the primary account holder at the time the account is closed, and may take up to 4 weeks to be processed.

**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. The Landlord agrees to pay for all electric energy delivered to each unit when vacant.
2. 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.
3. The Start Service Fee will be waived when service responsibility transitions to the Landlord's name between tenants.
4. 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.
5. The District will provide written notice to the Landlord when a tenant notifies the District of their intent to move from the premise.
6. Should the current tenant's electric account become delinquent, the District reserves the right to disconnect service for non-payment.
7. 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.
8. If a second party will be responsible for administration of the Agreement, the name and address of that party must be listed in the Agreement. Any change in administrators will necessitate completion of a new agreement.
9. The Agreement shall remain in full force and effect until notification of cancellation is received in writing, by either party.
10. Upon receipt of a signed and notarized Landlord/Tenant Agreement for Release of Account Information, the District will provide a Landlord with notification when a tenant is issued an Urgent Notice of Disconnection of

Service or does not meet an agreed upon pay arrangement on their account. The landlord may also be provided with tenant billing and payment activity upon request. It is the landlord's responsibility to obtain the signed Landlord/Tenant Agreement for Release of Account Information.

## **BILLING INFORMATION**

**SERVICE CHARGES:** Service charges may be imposed for various reasons. *See Fee Schedule A for a list of fees.*

### **BILLING:**

1. Billing statements will be billed monthly, unless otherwise designated in the Rate Schedule.
2. Initial Billing: If electric service is provided for less than 7 days in any billing period, the kilowatt-hours used will be added to the kilowatt hours used during the next regular billing and a Start Service fee may be added. *See Fee Schedule A for a list of fees.*
3. 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, but a delay of up to 5 days may occur. 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-billings resulted from customer error or fraud.

***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.

**LATE FEE:** A late fee of 1% of the past due amount will be assessed after the due date. *See Fee Schedule A for a list of fees.*

**URGENT NOTICE:** An urgent notice will be mailed to a customer 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. *See Fee Schedule A for a list of fees.*

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

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

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

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

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

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

**BILLING AND DISCONNECTION DISPUTES:** Billing inquiries, disconnection disputes, and other issues relating to customer account charge(s) should be directed to the Customer Service Department. If the issue is not resolved to the satisfaction of the customer, the customer may request a meeting with a member of management in the Customer Service Department. If the issue remains unresolved, the customer may request an informal conference with the applicable department director, with such meeting being conducted via telephone or in person, at the discretion of the District.

**APPEALS PROCESS – POTENTIAL DISCONNECTION OF SERVICE:** A customer has a right to an appeal of a potential disconnection during the Notice of Disconnect Period which shall be defined as no less than 10 calendar days following the mailing of the disconnect notice or 3 calendar days after the customer fails to satisfy the conditions of a payment arrangement.

If the last day of the Notice of Disconnection Period falls on a weekend or holiday, it will be extended to the next business day.

Customers shall utilize the following steps to exercise the appeals process:

1. The District must receive a customer's written appeal within 7 calendar days from the date of the notice of disconnection of electric service. The

notice of appeal will be accepted by personal delivery or mail, and shall be addressed to the General Manager, 2721 West 10th Avenue, Kennewick, Washington, 99336.

2. The appeal must contain a short, plain statement of both the decision to be reviewed, the relief requested by the customer, and the appropriate customer contact information for purposes of communications for the appeals process.
3. Upon District receipt of an appeal, the customer will be contacted by the applicable department director, or designee and an informal conference will be held. The customer must be available to attend the informal conference by telephone, or in person at the discretion of the District, no later than 2 business days after the District's receipt of the appeal.
4. If the issue is resolved to the satisfaction of the customer, including the customer entering into a payment plan with the District, the appeals process is concluded. Customer non-compliance with an agreed upon payment plan will subject the customer to immediate disconnection, with no further appeal opportunity for the same issue.
5. If the situation remains unresolved, a hearing on the appeal (Appeals Hearing) will be held. The customer must be available to attend the Appeals Hearing within 2 business days of the informal conference. The date and time of the Appeals Hearing shall be set at the conclusion of the informal conference, if needed, and the customer will be provided written notice of the date, time and place for the Appeals Hearing.
6. The General Manager shall appoint a Hearing Officer who shall have authority to administer the District's policies, and a District representative to represent the District in the Appeals Hearing. At the discretion of the District, an internal review committee may be formed to participate in the Appeals Hearing.
7. To avoid abuse of the Appeals Hearing process, a customer's failure to attend a scheduled Appeals Hearing may result in a fee being added to the customer's account, at the discretion of the District.  
*See Fee Schedule A for a list of fees.*
8. The customer will receive a written determination by the District's Hearing Officer. The customer will be considered to have received the District's written determination 3 business days after the date of postage, or on the same date if sent via email or hand delivered.
9. Customer non-compliance with the steps required in the appeals process shall remove the customer from the process and subject the customer to disconnection of electric service without further notice and without further appeal opportunity for the same issue.

Upon receipt of a completed written appeal in compliance with the above requirements, District action relating to the issue at appeal shall be stayed until the conclusion of the appeals process, or at the end of 3 business days after the Hearing Officer's written decision is considered received by the customer.

Customer account matters not relating to the appeal will not be part of the stay, and will continue to be the customer's responsibility as provided for within the District's Customer Service Policies.

Customers may address issues and/or concerns to a District Commissioner individually or to the Board of Commission. Scheduled public meetings of the Board of Commission and individual Commissioner contact information is available upon request and on the District's website.

**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.

## **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. Broadband
6. Security lights

### **PAYMENT OPTIONS:**

1. By mail or in person at our offices located at 2721 W. 10<sup>th</sup> Avenue, Kennewick, Washington 99336 or 250 North Gap Road, Prosser, Washington 99350.

2. Pay Stations:
  - a. CheckFree locations: Walmart, Moneytree (may take up to 2 days to process and may be charged a fee by the CheckFree vendor)
3. Via the District's website or Phone-Pay service\*
4. Automatic payment via credit card or electronic debit to a checking/savings account. Requires online or signed authorization for monthly debits to a designated credit card or checking/savings account\*

\*Payments made online or via Phone-Pay are limited to a minimum payment of \$5.00 per day, unless the balance due is of 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 2 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 A 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 a zero account balance at the time of enrollment.
2. An account with multiple service agreements must have all service agreements on the Budget Payment Plan.
3. The District strongly recommends new Budget Payment Plan customers establish 6 months of electric usage prior to signing up for the plan.
4. 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.
5. 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.
6. Customers are responsible for payment of their actual electric usage. The budget payment amount given to customers is only an average and 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 previous 12 months of actual electric usage at the premise. The usage is summarized and then divided by 12 to establish the initial monthly budget payment amount.
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 2 times per year and are based on a credit/debit on the account and actual electric usage during the previous 12 months.
  - a. During recalculation, the previous 12 months of actual electric usage is summarized and divided by 12.
  - b. If a credit balance exists on the account, the payment is reduced by 1/12 of the credit balance.
  - c. The District may refund a credit over \$120 to the customer and determine the new payment amount.
  - d. If a debit balance exists on the account, 1/12 of the debit balance is added to the recalculated payment amount.
4. Approved rate adjustments are factored into the new payment amount during the next bi-annual recalculation process.
5. The monthly budget payment amount may also be adjusted at any time if the debit or credit balance on the account reaches a level that warrants an adjustment.

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

1. When a payment is not made by the due date, the customer is subject to the District's collection process and may be removed from the Budget Payment Plan.
2. If a customer is removed from the Budget Payment Plan, the account must 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. Below are additional organizations that may provide assistance to customers in need of help paying their electric bill:



Aging and Long Term Care: 509-735-0315  
WA State Department of Social and Health Services: 509-735-7119

In addition, Low Income Senior and Low Income Disabled 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 bills or invoices are due and payable on 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, 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 such services until compliance with the Customer Service Policies is assured and delinquent amounts, with reasonable penalties and charges for restoration of electric service, and necessary security deposits or other payment guarantees have been paid in full or satisfactory arrangements have been made with the District. A shortened notice and payment period, and special payment security provisions may be implemented by agreement between the District and a customer under special circumstances.

Additionally, to collect delinquent line extension payments or to ensure fulfillment of a contract, the District may initiate other actions, including disconnection of electric service if the customer resides at the location served by the line extension.

### **COLLECTION EVENTS:**

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

1. A late fee (1% of the past due amount) is assessed the fifth day after the due date and will appear on a subsequent billing statement.
2. An Urgent Notice is mailed the tenth day after the due date.

3. A Payment Arrangement confirmation letter may be mailed in lieu of an Urgent Notice when a mutually agreeable payment arrangement has been made.
4. An automated courtesy call is made after an Urgent Notice is mailed or a payment arrangement has been broken. Calls are only made to those customers who have given consent to receive such calls.

**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, 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. The District has knowledge of a current account holder cohabitating with a former delinquent account holder. The District has reason to believe the current account holder received benefit of service during the billing period(s) in which the delinquent account holder incurred the debt. Disconnection of service will occur if the current account holder cannot prove to the satisfaction of the District that he/she was living elsewhere during the billing period(s) in question.
3. 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.*  
*See Fee Schedule A 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 are made or until mutually satisfactory 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. Each installation of a load limiting device and each subsequent removal is subject to applicable fees as outlined in *Fee Schedule A*. Installation of a load limiting device is contingent upon the compatibility of the District and customer equipment.

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

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 (*See Responsibility for Payment of Services*). 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. *See Customer 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.

**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 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 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.
  - 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:** 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 A for a list of fees.*

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

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

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

It is understood and agreed that the Bonneville Power Administration, which provides the District the majority of its power, has entered into a Northwest Regional Compact, which provides for mandatory power curtailment if there is a regional shortage. The District will not be responsible for damage caused by its compliance with federal mandatory power curtailment.

**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:** Should a serious power shortage develop and should it become mandatory that the District initiate a curtailment program, the District reserves the right to limit use of electrical energy during such periods or times as may become necessary.

## 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 0.2% accuracy. In order to ensure a 0.2% accuracy is maintained, the following additional tests will be administered:

- District staff will test a minimum of 5.0% of new meters upon receipt of the meters from the manufacturer.
- 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).
- Meters associated with commercial services larger than 400 amps 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 0.2% and a billing adjustment may be warranted. *See Fee Schedule A for a list of fees and see Billing Adjustments.*

**METER TAMPERING:** Meter tampering is a violation of RCW 9A.61.050 "Defrauding a Public Utility in the third degree" and is subject to a District fee. Meter tampering is a gross misdemeanor and may be referred to the Benton County Prosecutor for action.

Meter tampering may result in immediate disconnection of electric service. Evidence of meter tampering includes, but is not limited to an advanced meter tampering alarm.

*See Fee Schedule A 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 A for a list of fees.*

**ADVANCED METER OPT-OUT PROVISIONS:** Should a customer desire to opt-out of the use of an advanced meter, a one-time, upfront fee, per premise, may apply for the initial installation of the replacement meter and for installation of an advanced meter when the customer moves from the premise. Additional fees will apply for monthly manual meter reads. Alternatively, customers who desire to move the advanced meter to a location determined by the customer and approved by the District, will bear the full cost of the relocation and no monthly fees will be assessed. *See Fee Schedule A for a list of fees. See Customer Rights Statement for security, privacy and customer data information related to advanced meters.*

**NET METERING:** In accordance with RCW’s 80.60.020, 80.60.030, and 80.60.040, to the District offers net metering programs to its customers. The net metering program provides customers the opportunity to install energy systems (water, solar, wind, biogas from animal waste as a fuel, fuel cells or produces electricity and used and useful thermal energy from common fuel source) to offset their energy needs and qualify for a renewable energy incentive payment. To be eligible for net metering, the installation must be 100 kW or less. Total net metering capacity for the District is based at 0.50% of the utility’s 1996 peak demand (1.89 megawatts).

Excess generation at the end of each bill period will be carried over to the next billing period as credit. On April 30 of each calendar year, any excess generation accumulated during the previous year will be granted to the District without any compensation to the customer.

State incentive payments are distributed to certified energy system generators by the District through the Renewable Energy Incentive Payment (REIP) program. The REIPs in each fiscal year are capped and may not exceed 0.5% of the District’s taxable power sales. If the REIP cap is exceeded, payments during that year may be reduced proportionately.

# CONFIDENTIALITY OF CUSTOMER INFORMATION

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

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

District customers have the right to:

1. Privacy
  - a. The District only shares customer information with third parties in order to conduct essential business functions (such as bill processing services). District vendors are held accountable to the same standards regarding the privacy and confidentiality of customer information shared with them.
  - b. The District only shares customer information with the public in compliance with local, state and federal laws. As a public entity, the District seeks to protect the privacy of the customers’ personal information in complying with public records requests.
  - c. The District will not sell customer information and will obtain customer permission, in advance, if data is to be released for marketing or commercial purposes the customer does not already subscribe to.
  - d. The District is committed to a fair resolution of privacy concerns and provides customers with an appeal process that allows them to voice concerns regarding the release of their information.
2. Data Security and Integrity
  - a. The District only captures data required to conduct business and retain it for only as long as required.
  - b. The District designs security into every data collection, access and transfer point.
  - c. The District will not transmit personally identifiable information over the Advanced Metering Infrastructure network.
  - d. The District implements measures to protect against a loss, misuse, and alteration of the information controlled.
  - e. The District ensures delivery of an accurate bill and/or timely response if an error is discovered.



3. Transparency
  - a. The District conducts business in an open, transparent manner where privacy policies and decisions are available to the public.
  - b. The District provides information to customers about all aspects of their account. The District will strive to provide more accessibility for customers through the development of a web portal.
4. Customer Choice
  - a. The District does not currently have a time-of-use pricing program in place. In the event a time-of-use pricing program is considered, development of such a program will be conducted through an open, public process.
  - b. The District will not implement a Home Area Network that enables customers to monitor and control their own appliances without prior written consent.
  - c. The District is confident in the advanced meter technology that has been deployed; however customers may opt-out of the advanced meters. Fees are established to offset the cost of meter replacement and manual reads. *See Advanced Meter Opt-Out Provisions and Fee Schedule A.*

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

1. Street addresses
2. Telephone numbers
3. Email addresses
4. Social Security numbers
5. Account numbers (including utility account numbers, credit card numbers, bank account numbers)
6. Account balances
7. Any information received to identify the customer, such as driver's license, passport, or information collected to establish their credit worthiness.
8. Meter identifier and meter interval/electricity use data that is released **in combination with** any information included with items # 1-8 above.

The District releases PII to vendors who provide an essential business function, such as bill presentment or administration of an energy efficiency program. The vendor is required to sign a confidentiality and non-disclosure agreement as part of a 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 authorized to receive such information by the customer of record. To verify their identity, these customers will be prompted for the last 4 digits of their Social Security Number or other acceptable form of identification prior to the release of account information. For additional security a customer can provide a password to Customer Service to further control the release of their account information. This password is posted on the customer account to alert Customer Service Representatives to use caution when speaking about specific accounts.

**PII ACQUIRED BY AN UNAUTHORIZED PERSON/DATA BREACHES:** If the District should discover or be informed by a contracted third party that a breach of customers' PII has occurred, and the data is in a form that could be used or read by an unauthorized person, notification shall be provided to the affected customers.

**APPEALS PROCESS – RELEASE OF PII:** A customer has the right to request the District investigate the potential release of their personal data.

A customer shall utilize the following steps to initiate the investigation process

1. The District must receive a customer's written request by personal delivery or mail, and shall be addressed to Benton PUD.
2. The request must contain a short, plain statement of potential data released, the action requested by the customer and the appropriate customer contact information for purposes of communications for the appeals process.
3. Upon receipt of the request, the customer will be contacted by the District's designee(s) within 3 business days and an informal conference will be scheduled.
4. The District's designee(s) will investigate and will report back their findings to the customer.
5. If the investigation is resolved to the satisfaction of the customer, the process is concluded.
6. If the situation remains unresolved, the customer may appeal the results of the investigation to the District's Commission.

The above appeals process excludes 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.

## GENERAL DISTRICT INFORMATION

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

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

**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 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 TRIMMING:** The District will trim all trees in the proximity of its facilities in a manner consistent with good utility trimming practices. If trees or shrubbery on customer property interferes with the operation or maintenance of the District's facilities, the District will trim or remove the trees to ensure safe and reliable operation of the District's equipment. Customers may be responsible for damage to the District facilities caused by trees on their property. Customers are encouraged to avoid placing trees or shrubbery in locations that may interfere with the District's lines and equipment. Contact the District for assistance and planting guidelines.

**FUEL MIX:** District fuel sources during 2016, based on 2015 data reported by Benton PUD and calculated by the Washington State Department of Commerce:

<b>Type</b>	<b>Percentage</b>
<b>Biomass</b>	0.11%
<b>Coal</b>	5.34%
<b>Hydro</b>	76.54%
<b>Natural Gas</b>	6.36%
<b>Nuclear</b>	8.49%
<b>Wind</b>	2.89%
<b>Other</b>	0.17%
<b>TOTAL</b>	<b>100%</b>

## FEE SCHEDULE A

<b>Start Service</b> – requested 8:30 a.m. – 5:00 p.m., Weekdays	<b>\$13</b>
<b>Start Service</b> – requested after-hours: 5:00 p.m. – 8:30 a.m., Weekends/Holidays	<b>\$75</b>
<b>Returned Payments</b> – check or electronic payment	<b>\$25</b>
<b>Late Fee</b> – any and all billings issued by the District are subject to a 1% monthly interest charge	<b>1%</b>
<b>Urgent Notice/Door Tag</b>	<b>\$2</b>
<b>Disconnect</b>	<b>\$10</b>
<b>Installation of Load Limiting Device</b>	<b>\$10</b>
<b>Load Limiting Device Test</b> – field visit, 8:30 a.m. – 5:00 p.m., Weekdays (if tripping due to customer actions)	<b>\$50</b>
<b>Load Limiting Device Test</b> – field visit after-hours: 5:00 p.m. – 8:30 a.m., Weekends/Holidays (if tripping due to customer actions)	<b>\$200</b>
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device</b> – requested 8:30 a.m. – 5:00 p.m., Weekdays	<b>\$10</b>
<b>Reconnect following Disconnect for Non-Pay/Removal of Load Limiting Device</b> – requested after-hours: 5:00 p.m. – 8:30 a.m., Weekends/Holidays	<b>\$75</b>
<b>Meter Test</b> – if calibration is within $\pm .2\%$ ; see section on <i>Meter Testing</i>	<b>\$25</b>
<b>Meter Tampering/Self Connection</b>	<b>\$300 or actual cost</b>
<b>Advanced Meter Opt Out</b> – monthly manual meter reads	<b>\$15/month</b>
<b>Multi-Tenant Meters</b> – field visit	<b>\$250 or actual cost</b>
<b>Customer Power Outage</b> – 8:30 a.m. – 5:00 p.m., Weekdays	<b>No charge</b>
<b>Customer Power Outage</b> – after-hours: 5:00 p.m. – 8:30 a.m., Weekends/Holidays	<b>\$120 or actual cost</b>
<b>Appeal Hearing</b> – customer failure to attend a requested and scheduled hearing	<b>\$70</b>
<b>Home Energy Tune-Up</b> – the District may charge a fee for a customer requested investigative audit of home energy use	<b>\$49.95</b>



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

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

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

The District will consider its costs, the availability of necessary easements, service area agreements, necessity, and the customer's willingness to guarantee payment to the District of its direct costs to build a line extension when making such determination.

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

To establish the customer's CIAC District staff will develop an estimate of the construction cost less any deductions approved by the District's Commission as a line extension credit (LEC). Construction cost estimates include material, equipment, engineering, labor, permits, administration overheads, fringe benefits, service transformers and metering equipment. The District requires CIAC from the customer for all on-site primary distribution facilities installed for the exclusive benefit of the customer along with any share of the costs for off-site facilities determined by the District to be assignable to the customer. On-site refers to a parcel, sub-division, farm or complex. The costs of Core Electric System (CES) facilities including transmission stations and lines, substations, feeders, sub-feeders, circuit breakers, switches, capacitors, voltage regulators and SCADA (remote control and monitoring) equipment are typically not directly attributable to a single development or customer unless the customer is served under the large agricultural irrigation rate class or their electrical capacity requirement is greater than 2,500 kVA and/or they require dedicated, multiple, and/or diverse substations or distribution feeders (New Large Service) [see special conditions below]. Costs not recovered through CIAC for CES facilities are included in the District's overall electric rates or the District's discretion may be recovered through a special contract. Lines along public rights-of-way that conform to the District's long term planning may be considered as CES sub-feeders and excluded from the CIAC.



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

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

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

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

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

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

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

Fees collected will be the estimated actual development costs. The fees are in effect for 6 months from the date of the estimate. If the fees have not been paid within 6 months they will be re-calculated. If the fees are paid within 6 months, the electric facilities must be installed within one year from the original date of the estimate. Additionally, if fees remain unpaid and work has not been completed within the one-year requirement, the job will be voided. Once the one-year requirement has been exceeded the customer must re-submit plans for District review.

The decision to build a line extension overhead or underground is at the discretion of the District and must conform to standard construction practices.

The customer's request will be honored whenever practical; however the request is subject to laws, ordinances, franchises, and both physical and geological considerations.

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

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

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

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

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

## Large Agricultural Irrigation

Large agricultural irrigation (LAI) customers for whom the District owns and operates electrical facilities (Distribution Facilities) generally dedicated for the exclusive benefit of customer are responsible for 100% of the initial and upgrade costs of feeders, sub-feeders, circuit breakers, switches, capacitor and voltage regulators required to meet the LAI customer' electrical capacity requirements. The basis for determining the need for new or upgraded Distribution Facilities shall be District determined system planning criteria and equipment loading margins (Criteria) which are included in the most recent LAI Plan of Service study completed for each customer. The Criteria will be approved by the District's Direct of Engineering and will generally follow requirements established in the District's Plan of Service Study adopted by Commission resolution.

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

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

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

If customer funding of District recommended T&S or Distribution Facilities additions or upgrades is not secured in advance of construction or through an approved contract, the District may require the customer to sign an indemnification agreement releasing the District from liability for damages resulting from failure to install recommended additions and/or upgrades.

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

**3. APPLICATION FOR NEW SERVICE OR CHANGES TO EXISTING SERVICES:** *See Customer Service Policies: General Application for New Service.*

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

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

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

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

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

Frequency and service voltage ratings are nominal values.

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

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

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

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

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

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

**9. DISTURBANCES CAUSED BY CUSTOMER'S EQUIPMENT:** Electric service shall not be used in such a manner as to cause severe disturbances or voltage fluctuations to other customers or to District equipment. If a customer uses equipment that disrupts the service of other customers or the District, the customer will be required, at their own expense, to install equipment to correct the problem. Examples of possible disruptive equipment are: welders, pipe thawing equipment, resistance heating equipment, large motor starting, or equipment with harmonic content.

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

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

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

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

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

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

The fee for unmetered temporary service is \$200 for a maximum of 120 days, which includes energy. At the end of 120 days, the temporary service will be automatically disconnected unless a request has been made for extended service. Each request requires a \$125 renewal fee that provides for an additional 120-day period.

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

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

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

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

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

- A. It shall be feasible and practical as determined by the District.
- B. Fees may be assessed. *See Section 1, New Construction, of this Policy, for application of line extension credit and contribution-in-aid-to-construction.*
- C. The District may require the customer to execute a contract wherein special conditions applicable to the development are stipulated.

- D. Service to customers located in underground service areas will be with underground laterals only. Overhead service will not be provided and the customer is required to install service equipment that will receive underground service.

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

- A. It shall be feasible and practical as determined by the District.
- B. The District must have assurance that all affected customers will cooperate in the conversion project. The District shall determine in each case the scope and cost of the project.
- C. The District may require reimbursement for the remaining life of the existing overhead facilities to be removed, plus removal costs less salvage value. In addition to this, the District may require a CIAC to offset the cost of the underground installation.
- D. The customer is responsible for all costs of altering customer-owned service entrance equipment to receive underground service.
- E. The District may require the customer to enter into a contract that defines any special conditions that apply to a specific project.

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

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



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

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

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

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

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

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

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

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

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

**24. OTHER FEES:**

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