



PUBLIC UTILITY DISTRICT NO. 1 OF PEND OREILLE COUNTY

ELECTRICAL SERVICE AND CREDIT POLICY

Effective October 1, 2009

APPLICATION FOR SERVICE

Customers may apply for service at the P.U.D. office located in Newport or designated District pay stations. Service may also be arranged using telecommunication services. Service and Credit Policies will be given or mailed to all customers requesting service connections. The District requires customers to make payment arrangements covering any unpaid balances from previous account(s) as a precondition to establishing a new account.

SECURITY DEPOSIT

Residential Accounts

A security deposit of \$200.00 will be required of all customers. The deposit may be waived if the customer has established good credit with the District or a former electric utility. It is the customer's responsibility to provide to the District proof of credit from their former utility. If the account is kept in good standing for a minimum period of one year, the security deposit will be credited to the account and/or refunded to the customer. Interest will not be paid on security deposits.

At the discretion of the District, should an established account's credit become unsatisfactory, a security deposit may be required.

Business and Other Accounts

A deposit will be required on all new business accounts. The deposit amount is equal to two months of average usage based on the previous twelve-month period or of a like business if there has been no previous usage. Deposits will be held for a minimum period of two years. If the account is kept in good standing for a minimum period of two years, the security deposit will be credited to the account and/or refunded to the customer. No interest will be paid on deposits.

If a current customer opens a business account, a security deposit will not be required if the individual has good credit history with this utility.

At the discretion of the District, should an established account's credit become unsatisfactory, a security deposit may be required.

PRIVACY WAIVER

As required by the Federal Privacy Act, the District does not disclose customer account information without customer consent. When the account is a rental property, it makes it difficult, and often expensive, for landlords, in the event that the District must disconnect electrical service.

If the landlord wishes to have an account established in the tenant's name, the landlord shall be responsible until the District is supplied with the beginning meter reading and the tenant has applied for, and has made, the necessary arrangements for service. Until the foregoing is complied with, the account will remain in the landlord's name, and the landlord shall be responsible for the service.

The landlord and tenant may elect to sign a Privacy Waiver, Release and Consent Form and provide a copy of the signed form to the District. With a Privacy Waiver, Release and Consent Form on file, the District will be able to contact the landlord regarding the tenant's electrical account.

BILLING

The billing cycle will be approximately every 30 days. Bills are sent by first class mail, are due and payable upon receipt, and considered delinquent after 20 days. At the time of billing, a service charge will be assessed on all accounts with past due balances of \$50.00 or greater.

ELECTRICAL SERVICE DISCONNECTION

A customer desiring suspension or termination of electrical service will be relieved of further payments for minimum charges upon proper notification to the District. The meter may be removed, a closing bill forwarded, and monthly power bills will end. A Service Reconnection Fee will be charged for reconnecting service to this customer or a new customer taking over the service. Temporary service disconnection of less than 30 days for purposes such as tree removal or repair of customer's electrical system will be performed as a courtesy.

PAST DUE DISCONNECTION

A bill that is unpaid 20 days after billing is considered past due. At that time, the District may begin collection and/or termination of service procedures as follows:

1. A Reminder Notice is mailed or delivered to the last known address.
2. If satisfactory arrangements for payment are not made, a Disconnection Notice occurs. The notice states power will be disconnected within seven (7) days from date on notice if the full amount due is not paid or payment arrangements are not made and kept. The Disconnection Notice, which includes the address and phone number where arrangements for payment may be made or disputes resolved, is mailed seven days before disconnection.
3. Service will be discontinued at the approximate date stated in the disconnection of service notice if satisfactory credit arrangements are not made. Disconnects are normally made between the hours of 8:00 A.M. and 4:00 P.M.
4. In the event action is taken by the District to collect any delinquency in payment, venue shall rest in Pend Oreille County, Washington, and the applicant(s) agree(s) to pay, in addition to all amounts found due, interest thereon at the highest rate permitted by law from the date of such delinquency, a reasonable sum as attorney fees, plus costs of any such action.

SERVICE TO MANUFACTURED HOMES AND TRAILER COURTS

Commercial rates shall apply to facility buildings such as offices and bathhouses and for service to trailer hook-up spaces not individually metered. Residential rate schedules shall apply to individually metered spaces.

CUSTOMERS ELECTRICAL INSTALLATIONS

Applicable electrical safety codes and standards of construction must be met. The District reserves the right to review the customer's plan or service prior to construction or change of facilities. It is the customer's responsibility to provide suitable protection equipment such as fuses, circuit breakers, and relays to adequately protect the customer's equipment.

SERVICE AND CREDIT POLICY

The customer assumes all liability and responsibility for any loss or damage resulting from defects in the customer's electrical installation or from accidents that may occur on the customer's property.

The District must have access to all meters. As a condition of receiving service, the customer will allow and facilitate access to meters by district personnel and agrees to locate all meters in accessible locations. The customer also agrees to allow District personnel access to all service lines.

ADMINISTRATIVE CHARGES - See attached "Exhibit A"

**PUBLIC UTILITY DISTRICT NO. 1
OF PEND OREILLE COUNTY**

“EXHIBIT A”

ADMINISTRATIVE CHARGES

Effective October 1, 2009

1. Returned Checks	\$20.00
2. Field Collection Fee (Charged when District personnel are required to make a special trip to meter or premises for collection procedures)	\$40.00
3. Late Fee (Charged each month on total outstanding balances at or greater than \$50.00)	1.5%
4. Reconnection of Electrical Service	\$100.00
5. Past Due Reconnection	\$100.00

DEFINITIONS:

“Account” refers to a customer’s electric or water service with the District.

“District” means the Public Utility District No. 1 of Pend Oreille County.

“Electrical Service Disconnection” refers to discontinuation of electrical service at the request of the customer.

“Manufactured Home and Trailer Courts” commonly referred to as mobile home parks, are residential living centers.

“Past-Due Notice” is a notification to the customer that their account is past due.

“Past Due Disconnection” refers to service being discontinued after proper notification from the District for non-payment of an electrical account.

“Pay Station” refers to staffed location or drop boxes where customers may make payment for services.

“Proper Notification” refers to contacting a District’s Customer Service Representative by phone or letter. Letter notification is established by the date the letter is received.

“Security Deposit” is a refundable guarantee for payment of service(s).

“Small Business” means business that is served by a single phase, non-demand metered electrical service.

“Telecommunication Services” describes the use of telephones and/or computer networks (Internet) in doing business with the District.