

UNDERSTANDING YOUR BILL	WHAT TO DO IF YOUR POWER IS OUT
<p><b>Comparison Table</b> – A handy tool for comparing and monitoring your bill and usage.</p> <p><b>Energy Charge</b> – Based on the number of kilowatt-hours of electricity you use. This charge is comprised of two elements, the cost to build and maintain our electric distribution/transmission system, and the cost of the electricity we purchase and/or generate.</p> <p><b>Facilities Charge</b> – A minimum fixed fee that recovers a portion of the cost required to deliver power to your home or business.</p> <p><b>KW Demand</b> – Billing demand is the average kilowatts delivered during the 30 minute period in which the use of energy is the greatest during the month for which the determination is made. 1 KW = 1000 watts</p> <p><b>kWh</b> – A kilowatt hour (kWh) is the standard unit of measurement for electricity usage. For example, a 100-watt bulb running for one hour uses one-tenth of a kWh. If electricity costs 10 cents per kWh, that 100-watt bulb would cost one cent per hour to operate.</p> <p><b>kWh Used</b> – Amount of kilowatt-hours used during the billing period.</p> <p><b>Previous Balance</b> – The amount owed on last month's bill.</p> <p><b>Previous Read/Current Read</b> – Meter readings used to determine the quantity of kWh's used for billing.</p> <p><b>Statement Date</b> – Date that the bill is issued and mailed.</p> <p><b>Total Amount Due</b> – Total charges in the current billing period plus any past due amounts, adjustments, and payments received.</p> <p><b>Total Current Charges</b> – Total charges in the current billing period, not reflecting any past due amounts.</p>	<p>If your power is interrupted, first check your fuses and circuit breakers. Do they need to be replaced or reset? Do you have partial power? Do your neighbors have power? If you believe the problem is on Northern Wasco County PUD lines, call 541-296-2226.</p>
	<b>PAYMENT AND BILLING OPTIONS</b>
<p><b>Payment of Bills</b> – All bills are due and payable when issued and become delinquent after 16 days. The due date on your bill only applies to the current charges.</p> <p><b>Past Due Amounts</b> – Will be processed for disconnection. A late charge will be applied to all past due balances.</p> <p><b>Notice of Intent to Disconnect</b> – Accounts with past due balances on current bill will receive a Notice of Intent to Disconnect within one week of bill date. Contact our office within 4 business days of this notice to make payment arrangements to avoid disconnection of your electrical service.</p> <p><b>Disconnection of Service</b> – If service is disconnected, the total amount due plus a service charge will be required for reconnection. In some cases a security deposit may be required or increased based on credit. We cannot guarantee reconnection on the same day payment is received.</p> <p><b>Returned Checks</b> – A service charge of \$25 will be charged on all returned checks. Any customer that writes a check to avoid disconnection of service and the check is returned by the bank, the service will be disconnected immediately.</p>	<p><b>E-Z Pay Program</b> – Have your bill automatically deducted from a checking or savings account. This is a free service. Contact the office or go to <a href="http://www.nwascopud.org">www.nwascopud.org</a> for additional details.</p> <p><b>Budget Payment Plan</b> – Budget your bill by paying an average of last year's usage rather than the amount due each month. Call the office for details.</p> <p><b>View Account Online</b> – Now you can view your bill online at <a href="http://www.nwascopud.org">www.nwascopud.org</a>.</p> <p><b>E-Bill or Paperless Billing</b> – Stop monthly paper statements and receive an email when your bill is available to view online.</p> <p><b>Pay with Visa or MasterCard Online</b> – Pay your bill online at <a href="http://www.nwascopud.org">www.nwascopud.org</a> with your credit or debit card. Convenience fees apply.</p> <p><b>Two Drive-up Drop Boxes</b> – Downtown The Dalles in the 100 block of E 3rd across from the Police Department and our office 2345 River Road.</p> <p><b>Pay-in-Person</b> – Stop by our office at 2345 River Road Monday through Friday from 8 am to 5 pm to pay your bill in person.</p>
<b>POLICY</b>	<b>CALL BEFORE YOU DIG</b>
	<p>Digging responsibly is the only way to dig. Call at least two business days prior to the start of excavation. <b>Dial 811!</b></p>
	<b>METER READING</b>
	<p>Access is required to read and maintain the meter. Please remove obstacles such as locked gates, over grown bushes, debris, and/or unfriendly dogs to ensure safe and accurate reading.</p>
	<b>LIFE SUPPORT EQUIPMENT</b>
	<p>Customers who rely on life-support equipment should have a backup plan in case of a power outage. Such as, consider purchasing a backup generator, set up plans with family or friends and identify local emergency centers. While the PUD strives to provide continuous electric service to customers, it cannot guarantee that occasional power outages or failures won't occur. Please contact our office if you are on life support so we may update our records.</p>



For changes of address, phone numbers, and/or email address, please print below.	
<p>Mailing Address: _____</p> <p>_____</p> <p>Email Address: _____</p>	<p>House Phone Number: _____</p> <p>Cell Phone Number: _____</p>
<p>To have your service disconnected or transferred to another location, please contact our office to make those arrangements. Also, if you have changed your name you will need to come into the office. If you have any other questions, call us at 541-296-2226.</p>	