

RESOLUTION NO. 1128

A RESOLUTION OF THE BOARD OF COMMISSIONERS FOR THE APPROVAL AND ADOPTION OF A CUSTOMER SERVICE POLICY

WHEREAS, Staff researched WAC's and RCW's, past procedures and determined reorganization was needed for the approved Customer Service Policy; and

WHEREAS Management recommends updates to the Customer Service Policy previously approved by Resolution 998; and

NOW, THEREFORE, BE IT RESOLVED that the Commissioners of Kittitas County Public Utility District No. 1 approve and adopt the Customer Service Policy amendment, as set forth in Exhibit A attached hereto.

IN WITNESS WHEREOF, the undersigned, being all the members of the Board of Commissioners of Kittitas County Public Utility District No. 1 have executed this Resolution of the Board of Commissioners on this 30th day of November 2021.

Joe O'Leary

[Joe O'Leary \(Dec 3, 2021 13:12 PST\)](#)

Joe O'Leary, President

Shan

[Shan Rowbotham \(Dec 4, 2021 07:07 PST\)](#)

Shan Rowbotham, Vice President

Rick Catlin

[Rick Catlin \(Dec 6, 2021 10:05 PST\)](#)

Rick Catlin, Secretary

CUSTOMER SERVICE POLICY



Kittitas **PUD**

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OBJECTIVES

The Kittitas County Public Utility District strives to ensure the Customer Service Policy is in accordance with the District's mission statement to provide safe and reliable electric service at a reasonable cost while promoting affordable energy efficiency and to meet the essential energy needs of our customers and communities in Kittitas County.

Electric customers are entitled to disclosures in accordance with RCW 19.29A.030 and RCW 19.29A.020. It is the intent and purpose of the Customer Service Policy to ensure that no person, corporation or locality receives undue or unreasonable preference or advantage or is subjected to unreasonable prejudice or disadvantage in any respect whatsoever in accordance with RCW 80.28.090.

The Customer Service Policy may be revised, amended, or otherwise changed by action of the District's Board of Commissioners. New policies cancel and supersede all previous policies. Exceptions to this policy shall not be granted without permission of the General Manager or Board of Commissioners.

SUMMARY OF DISTRICT'S OBLIGATIONS

PURPOSE

The purpose of the Kittitas County Public Utility District is to provide electric service to customers within its established service area.

The District will supply and maintain appropriate equipment within its system to the point of delivery and District responsibility ends at that point. The District will maintain its facilities and equipment to enable the delivery of a safe, adequate and efficient source of electrical power. It is the responsibility of the customer to address any issues beyond the point of delivery.

ELECTRICAL ENERGY SUPPLY AND SERVICE INTERRUPTIONS

The District will take all reasonable precautions to prevent single phasing or abnormal voltage variation, but cannot guarantee that such conditions may not occur, due to circumstances beyond its control.

The District will use reasonable diligence to provide an adequate and uninterrupted supply of electrical energy at normal voltage and to reestablish service with a minimum of delay in the event of a service interruption. In no event shall the District be liable to its customers or any other persons for damages to person or property arising out of, or related to, any interruption, suspension, curtailment, or fluctuation of service cause by acts beyond the District's control including, but not limited to, accident, fire, flood, drought, wind, court orders, riots, breakdowns to equipment, or electrical disturbances transmitted through electrical systems which the District's system is interconnected. Such failure to provide an uninterrupted supply of electrical energy will not constitute a breach of agreement for services, in accordance with WAC 480-100-148.

When it is deemed necessary to make repairs or improvements to its facilities the District may suspend service for reasonable periods. In such cases, when practical, notice shall be given to customers and every effort will be made to keep such interruptions as short as possible. When possible, repairs and improvements will be scheduled in advance to minimize the impact to customers.

The District will keep a record of all planned and unplanned interruptions of service in accordance with WAC 480-100-148, including location, date, time, duration and cause.

In the event a serious power shortage develops in the District service area, and it becomes mandatory that the District place into effect a curtailment program, the District reserves the right to limit the use of electric energy as may become necessary.

SUMMARY OF CUSTOMER'S OBLIGATIONS

DISTRICT RIGHT OF ACCESS

Electrical equipment must be in a location accessible by District personnel for meter reading, testing, maintenance, removal, and replacement of said equipment. In accordance with WAC 480-100-168 and 400-100-308, the District, through its authorized personnel, shall have access to electrical equipment at all reasonable times whether indoors or outdoors. District personnel shall have proper identification to prove they are authorized to enter such premises. If such equipment is so located that locks or gates must be operated to reach it, up-to-date access information must be on file with the District. The District may supply its own lock to be incorporated into the customer's locking system.

DAMAGE TO DISTRICT PROPERTY

It shall be the responsibility of customers to take all reasonable and proper precautions to prevent damage to the District's property on their premises. This shall include meters, metering devices, transformers, services, connections and other equipment installed by and remaining property of the District. In any event of damage to District property, the District will charge actual costs to the property owner unless there is a third-party report (i.e., police or fire) that names the responsible party. If the costs are charged to the property owner, it will be the property owner's responsibility to determine and collect from a third-party responsible for the damage. These costs include, but are not limited to, labor, materials, transportation, equipment, and overhead expenses. Charges will be transferred to the regular billing account of the property owner when possible and will be included in delinquency processes if unpaid.

POINT OF DELIVERY

The District point of delivery is the physical location where the customer's service terminals or wires are joined to the District's facilities or such other point specifically designated by written agreement, and where ownership of equipment changes. Please refer to the Installation Standards for Electrical Service document on the District website for more information about the point of delivery for your particular service. All equipment beyond this point, in the direction of power flow, shall belong to and be the responsibility of the customer, except meters, metering devices and facilities of the District.

PROTECTIVE EQUIPMENT

It is the customer's responsibility to provide suitable protective equipment such as fuses, circuit breakers and relays to adequately protect equipment. If three-phase equipment is used, it shall be the customer's responsibility to protect it against single-phasing and under- or over-voltage. Except in the case of three-phase four wire delta service, the District requires that the current taken by a three-phase service shall be reasonably balanced at times of maximum or near-maximum load.

SERVICE INTERRUPTIONS

In the event service is interrupted or unsatisfactory, or any hazardous condition is known to exist, it shall be the obligation of the customer to notify the District. However, if the customer's service fails, it is first the responsibility of the customer to determine if there are blown fuses, tripped breakers, or any other customer equipment that may be at fault. Customer is responsible for costs associated with requested service calls caused by the failure of customer-owned equipment.

Customers may be affected by both planned and unplanned power outages. Back-up or stand-by electrical generation an option and the responsibility of the customer. All back-up or stand-by electrical generation must include an automatic or manual transfer switch. The District, when possible, will notify all customers of a planned outage. Customers desiring notification due to the use of electrically powered life support equipment must contact the District and complete the Medical Alert request. Per WAC 480-

100-128 and RCW 80.28.010, a medical condition or emergency does not release the customer from their responsibility to pay to maintain service, although it may offer some protections.

TEMPORARY DISCONNECTION AND RECONNECTION

If maintenance, improvement or repair on customer-owned electrical equipment requires temporary disconnection of service it is the customer's responsibility to schedule disconnection and/or reconnection with the District in advance whenever possible. If emergency temporary disconnection or reconnection is required outside of District hours of operation, it will only be offered with management approval.

Requests may only be accepted from a responsible party on the billing account as fees will apply for temporary disconnection and reconnection. Neither customer or electricians are permitted to remove or disconnect District equipment.

USE OF ELECTRIC SERVICE

Electric service shall not be utilized in such a manner as to cause severe disturbances or voltage fluctuations to other customers of the District. In the event any customer uses equipment that is detrimental to the service of other customers of the District, said customer will be required to install, at his or her own expense, equipment to mitigate such fluctuations or disturbances.

No purchaser of electric energy shall connect his or her service with that of any other person, or in any way resell, re-bill or supply any other person or premises with electric current through his or her service, unless authorized to do so by a written contract with the District.

DISCLOSURES

ANNUAL REPORT

The District's annual report is available on the District's official website or from the District office. The report provides a summary of services provided and operations in accordance with RCW 19.29A.020.

DISCLOSURE OF CONFIDENTIAL INFORMATION

The District respects the right to privacy of our customers. Information contained in a utility billing file that is personal or confidential in nature will not be disclosed except as defined in RCW 42.56.330.

The District will not release account information including usage and payment history to any third party without the consent of an applicant on the account, except as permitted by WAC 480-100-153.

Please contact the office to receive a copy of our Data Privacy Guidelines or Public Records Policy.

DISCLOSURE OF COMMERCIAL INFORMATION

In accordance with RCW 80.04.095, notice will be provided to any commercial customer affected by a public records request under Chapter 42.56 RCW. This includes records requests for customer-specific usage, financial information, costs, or design information. Under RCW 80.04.095, the person or persons directly affected must respond to the initial notice within 10 days with a superior court order protecting the records as confidential.

INQUIRIES AND COMPLAINTS

Billing inquiries and complaints shall be directed to a Customer Service Representative. The customer may present information and documentation deemed relevant to the matter. The District shall investigate and respond to the customer promptly. If the inquiry remains unresolved or the complainant

is dissatisfied with the results, the decision may be appealed by scheduling an informal conference with a manager. Following the informal conference, if the customer is not satisfied with the determination, he or she has the right to bring the inquiry or complaint to the attention of the General Manager. Following a conference with the General Manager, if the customer remains unsatisfied with the determination, he or she has the right to bring the inquiry or complaint to the attention of the Board of Commissioners during the public comments section of a regular meeting.

REFUSAL OF SERVICE BY DISTRICT

In accordance with WAC 480-100-123 the District may refuse to connect service or may disconnect service for violation of any of its service policies, for failure to pay charges for electric services when due, for violations of rate schedule or contract provisions, for theft or illegal diversion of current. Disconnection of service for any of these reasons does not release the customer from his or her obligation to pay for energy received or charges specified in any existing agreement. The District may also refuse to serve loads which are detrimental to other services being rendered to existing customers.

The District has the right to discontinue service for defrauding a public utility as defined in RCW 9A.61.020.

The District reserves the right to refuse or discontinue service to customer's equipment or wiring where such equipment is in a hazardous condition, or not in conformance with lawful codes. The customer shall be solely responsible for the maintenance and safety of wiring and equipment, and the District shall not in any way be liable for accidents or damages occurring to the customer or to third parties because of contact with, or failure of, any portion of the customer's installation.

METER TAMPERING OR POWER DIVERSION

Any attempts at meter tampering, unauthorized connection or diversion of services suspected by the District shall be investigated promptly. According to the provisions in RCW 80.28.240, the District may bring civil action against any individual attempting to tamper with District equipment. In addition to a flat fee, all costs incurred by the District for investigation or repair and estimated usage will be billed to the property owner.

RATES AND FEES FOR SERVICE

The three-member Board of Commissioners is responsible for setting rates for each class of service in accordance with RCW 54.24.080. Notification of meetings and hearings regarding pending rate changes will be advertised as required by law.

In accordance with RCW 19.405.120, Kittitas PUD offers a Low-Income Program to provide funding for energy assistance to qualified customers. Information about program benefits and application requirements are available on the official website or from the District office.

Rates vary depending on the size and classification of each service. Detailed schedules for all rates and rate classes are available on the official website or from the District office.

A current list of charges and fees can be found on the District's official website or from the District office. Charges and fees are updated periodically based on current loaded wage rates and hourly vehicle costs.

BILLING RESPONSIBILITY FOR SERVICES

ESTABLISHING BILLING RESPONSIBILITY

Prior to connection or transfer of new or existing service, the incoming customer will be required to

complete an application by providing all necessary billing account information, paying all required fees, and billing deposits. Notification must be received by the District indicating the connection date requested. A meter read shall be obtained within three business days of the date requested by the customer. The District does not have the ability to backdate a service transfer date other than to the most recent monthly meter read obtained.

At the time of establishing billing responsibility, a primary applicant must be determined. If the primary applicant is a business or organization, identifying information about the responsible party or parties must also be provided. A personal guarantee from the responsible party that will transfer any liability of the business or organization to the individual in the case of default must accompany the application to ensure payment to the District.

TRANSFER OF PREVIOUS UNPAID ACCOUNTS

Per WAC 480-100-123 the District may not refuse to provide service to a new or additional service address even if the customer has delinquent amounts owed to the District from a previous billing account. The District will provide service at the new service address once all necessary billing account information has been provided and all required fees and billing deposit amounts have been paid. However, the District will transfer any unpaid charges for service previously rendered to said customer at any location in the District's service area to an existing or new billing account in accordance with WAC 480-100-113, except when prohibited by law. The transferred balance shall be considered part of the customer's current obligation to the District and will be subject to the District's disconnection proceedings if it remains unpaid.

TERMINATING BILLING RESPONSIBILITY

When a change of occupancy or of legal responsibility takes place on any premises being served by the District, notice of such a change shall be given as soon as possible.

When an existing customer wishes to terminate billing responsibility for a service, notification must be received by the District indicating the termination date requested. A final meter read will be obtained and service disconnection will be completed, if applicable, within three business days of the date requested by the customer. The outgoing customer will be held responsible for all service supplied until the final meter reading has been obtained and must provide a forwarding address for the final bill or any refund that will be issued.

IDLE SERVICES

The District, at its discretion, may remove equipment and/or retire services when administratively determined that the service is no longer likely to be used or presents a safety hazard

BILLING DEPOSIT AND CREDIT POLICY

BILLING DEPOSITS

The District will require or re-evaluate a billing deposit to guarantee payment for each service in accordance with WAC 480-100-113 or WAC 480-100-118. Billing deposits must be paid in full prior to service connection unless the responsible party qualifies for a billing deposit waiver per this policy or a payment arrangement in accordance with WAC 480-100-113.

The District will apply the billing deposit as a credit to the billing account when there has been satisfactory payment history or when service is terminated.

CREDIT OR TRANSFER OF BILLING DEPOSIT

If an existing customer terminates service, any billing deposit amounts for the terminated service will be

credited toward unpaid balances on the account. Any remaining balance will be refunded unless the customer requests service at another location with the District prior to processing of the refund. In this case, any remaining balance will be applied to the required billing deposit at the new service location.

ALTERNATIVE TO THE BILLING DEPOSIT

The billing deposit requirement for a residential service may be waived if the customer provides a letter of credit in the name of a responsible party on the account from a utility company showing on-time payment history within the most recent 12-month period.

The billing deposit requirement for a commercial or irrigation service may be waived if the customer provides a letter of credit in the name of the primary applicant from a utility company showing satisfactory payment history within the most recent 36-month period. The commercial billing deposit may also be waived if the billing account responsible party is a current District customer in good standing and completes a personal guarantee that will transfer any liability of the business to the individual in the case of default.

METERING, BILLING AND PAYMENTS

METERING

Meter reads for billing are collected monthly.

The District tests and/or replaces meters periodically to ensure they are operating within the accuracy limits established for each type and class of meter. In accordance with WAC 480-100-183, customers may request their meter be tested for accuracy once within a 12-month period at no cost. If a meter test is requested more than once within a 12-month period, and the meter is found to be within accuracy limits, the customer will pay a test fee. A meter test will only identify if the metering equipment is working within accuracy limits and cannot determine how power is being used or why usage may be different than expected.

SEPARATE METER FOR EACH CLASS OF SERVICE

When the customer desires to use electricity for purposes classified under different rates, separate meters must be installed to measure the consumption used by each service individually. Each meter will be billed under the appropriate rate schedule for each rate class.

If it is determined that the customer has a single meter for two or more classes of service, the total consumption will be billed at the highest cost rate schedule, as determined by the District.

BILLING STATEMENTS

Billing statements are issued as soon as possible following monthly meter reads.

Statement images and balances due will be available online, via electronic notification, and through the office as soon as billing statements are issued. In the interest of the environment and keeping District costs low, we encourage all customers to receive billing statement notifications electronically.

The billing statement will indicate the payment due date. If an account is not paid in full by the due date, it will be considered past due and delinquency processes will apply. Failure to receive the billing statement does not release the customer from the obligation of on-time payment for service already provided.

The District serves properties both inside and outside Ellensburg, Kittitas, and Cle Elum city limits. For services within city limits, applicable taxes will be charged with the monthly bill and remitted to the

appropriate agency.

PARTIAL MONTH BILLING

If service on a billing account is only connected for a portion of the monthly billing period – due to service transfer, connection, or disconnection – the billing statement will reflect actual usage for the period covered and the facility charge will be prorated for that period.

BUDGET PAYMENT PLAN

In accordance with WAC 480-100-138, the District offers a Budget Payment Plan equal-payment program for residential metered services on accounts that meet eligibility requirements. The Budget Payment Plan bills equal monthly payments based on historical usage. The plan is designed to build a credit balance during lower usage months to cover higher usage months. The District will periodically re-evaluate each service enrolled in the Budget Payment Plan and will notify those customers with monthly payment amounts that have changed.

Customers are still responsible for paying actual usage charges eventually, even if actual usage charges exceed the Budget Payment Plan payment amount. Due to changes in usage from previous years, some customers may experience a large fluctuation in payment amount at re-evaluation or large accrued outstanding balances. At the time of re-evaluation, those with a large account balance will need to pay the account to zero before continuing enrollment. It is each customer's responsibility to monitor actual account balance and usage to be sure that the monthly payment is sufficient.

PAYMENTS

The District offers a wide variety of payment options to make it as easy as possible for customers to pay utility bills. Payments can be made online at www.kittitaspud.com, by mail, in person or in the payment boxes at the office, or by phone 24 hours a day.

Customer payments received will be posted to the oldest balances first, regardless of balance type. Charges and fees may be paid prior to balances for electric usage.

We encourage all customers to consider automatic payment for their monthly utility bills. Automatic payments are available from a card or by bank draft and are processed on the monthly due date for the current balance on the account. Automatic payments will not be processed if balance due has been satisfied through some other method more than three business days prior to due date. To enroll in automatic payment, customers must provide a signed authorization and account information. Rejected automatic payment transactions may result in additional fees and/or removal from the automatic payment program.

HOME ENERGY ASSISTANCE

The District works closely with independent agencies to assist customers in need of assistance for residential energy costs. Contact local community support agencies for more information about assistance programs available.

The District is proud to offer the Helping Hands program to assist low-income customers with home energy costs. Individuals or organizations may make tax-deductible contributions to this fund.

ADJUSTMENTS FOR BILLING ERRORS OR EQUIPMENT MALFUNCTION

In accordance with RCW 54.24.080 the District must bill customers adequate rates and charges for services rendered.

Customers are responsible to notify the District if electric energy is used but a bill for energy consumption is not received. In the event no electric usage is recorded or billed, the District will review service history and estimate usage for the time period the metering equipment was not functioning correctly. No billing adjustment shall be required for meter inaccuracies of less than a two-percent error.

When an underbilling or overbilling of a customer account occurs, the District shall provide the customer with notice of the circumstances, the period of time and amount of the billing adjustment, and a corrected bill. If the date of the error can be established, the under-charge or over-charge shall be computed back to such date. In the case of over-billing, the customer shall receive a refund for the period of time the error occurred not to exceed six years. In the case of an under-billing, the customer shall be responsible for the unbilled charges for the period of time the error occurred not to exceed twelve months. In the event the date cannot be established, the District will adjust for a period not to exceed six months.

If a customer is assessed past charges due to under-billing, the District may offer a reasonable interest-free and penalty-free payment arrangement for the charges. The total amount due, length of error and/or other determining factors shall be considered in determining if payment arrangements can be offered. If payment arrangements are offered, the repayment period shall be based on the length of the error but not to exceed thirty-six months. Payment arrangements must be established by written agreement between the General Manager and customer.

DELINQUENCIES

FINANCE CHARGES

Accounts that are not paid in full on or before the statement due date are considered past due and subject to a finance charge.

DELINQUENCY NOTIFICATIONS

To help customers stay current with utility billing accounts, the District will provide delinquency notifications prior to disconnection of service for non-payment as required in accordance with WAC 480-100-128. Failure to pay the past due balance prior to the final due date will result in assessment of a non-payment fee and disconnection of service as defined by District procedure. Services subject to disconnection may not receive any additional notice.

RETURNED PAYMENTS

A fee will be assessed for any check or bank draft payment that is returned unpaid for any reason. We will attempt to notify the customer of the returned payment and make arrangement for immediate payment. Returned payment history may result in a restriction of future payment options, and customers may be required to pay with guaranteed funds.

In the event a returned payment was made to avoid disconnection for non-payment, service will be scheduled for disconnection immediately without further notice. All future payments to the account for at least 12 months must be made with guaranteed funds.

FINAL DUE DATE EXTENSIONS AND PAYMENT ARRANGEMENTS

Customers in good standing who are unable to pay their full past due balance by the final due date may qualify for an extension. If an adequate billing deposit is not present on the account, arrangements will be made for payment of the billing deposit prior to granting an extension.

Extensions must be requested prior to close of business on the final due date and will be granted no longer than an established maximum extension date. Customers granted an extension will still be

subject to the non-payment fee following final due date and must agree to pay the full past due balance and the non-payment fee by the extension due date. Failure to pay the amount required in full by the extension due date will result in immediate disconnection of service.

Extensions may also be placed for a pending energy assistance payment that has been approved but not yet received by the District for an adequate amount of time for normal payment processing. Extensions placed for a pending energy assistance payment do not relieve the customer from delinquency notices or non-payment fees.

The District will allow payment arrangements as legally required and defined by RCW 80.28.010. In all these situations, customers must notify the District of their inability to pay within five business days of receiving a delinquency notice and additional documentation may be required. Failure to make any agreed upon payments by the established due date will result in immediate disconnection of service. Customers who fail to keep their payment plans as agreed upon will not be eligible to reapply for new payment arrangements.

DISCONNECTION OF SERVICE

The District has the right to disconnect services for non-payment except as defined in RCW 80.28.010. Past due balances that remain unpaid after final due date are subject to disconnection. To avoid disconnection of service customers must pay the past due account balance and the non-payment fee in full.

Upon disconnection notice shall be left at the service address.

RECONNECTION OR TERMINATION FOLLOWING DISCONNECTION FOR NON-PAYMENT

Upon disconnection of service for non-payment, the customer must pay the full past due account balance, the non-payment fee, and the applicable reconnection fee with guaranteed funds to reinstate service. Reconstructions will be made as promptly as possible provided the customer has met all the necessary payment requirements.

In the event service is not reconnected prior to issuance of the next billing statement, the customer's billing account will be terminated. This will result in a final billing statement being issued, and the account will be assigned to collections if the balance is not paid in full by the statement due date.

COLLECTION OF UNPAID ACCOUNTS

The District is required to employ all reasonable methods for collection of unpaid accounts.

Failure to pay the final balance on an account by the due date of the final bill may result in assignment of the account to a collection agency and additional fees for any customer(s) listed on the billing account.

Utility bills are the ultimate responsibility of the property owner to which service is furnished. In accordance with RCW 35.21.290 and RCW 35.21.217 the District maintains the right to place a lien on all properties with delinquent amounts due for electricity furnished. Outstanding utility charges are considered an unrecorded lien. If a landowner or tenant fails to pay the balance due for final charges a lien may be placed on the property service was provided to, even if the customer on the billing account was not or is not the legal owner of the property. To release the lien from the property all outstanding balances, collection fees, and actual filing fees required by the Kittitas County Auditor's Office must be paid in full.

LANDLORD POLICY

LANDLORD SERVICE AGREEMENT

Landlord Service Agreements are designed to help property owners manage utility services on their properties. The District will comply with the Landlord Service Agreement from the time it is received until it is changed or revoked in writing. The Landlord Service Agreement will also be terminated if the landlord's billing account is not paid as required, or if it is determined that the landlord is out of compliance with District policies.

In accordance with RCW 35.21.217, the District will provide a landlord with copies of tenant's monthly utility bills if requested on the Landlord Service Agreement. All landlords will receive copies of delinquency notifications for their tenants.

TENANT SERVICE TRANSFERS

Upon completion of the Landlord Service Agreement the service will be placed on the Auto-Landlord program. The landlord's billing account will be automatically activated at the time of tenant termination and service transfer fees will be waived, as long as service stays connected. Any request for disconnection or reconnection of service between tenants will require payment of standard reconnection fees. Billing for usage between tenants will be charged to the landlord.

It is the responsibility of the tenant to contact the District to establish or terminate the billing account, and tenant will be responsible for applicable fees and the billing deposit. Landlords may request to be notified by email when tenants request to establish or terminate service.

Requests for termination of services by landlord for eviction purposes are prohibited by RCW59.18.300.

TENANT DELINQUENCIES OR DISCONNECTION FOR NON-PAYMENT

If a service covered by a Landlord Service Agreement is subject to disconnection for non-payment, a reasonable effort will be made to contact the landlord. The landlord will be given the opportunity to pay the outstanding balance on the account to prevent disconnection of service. If the account remains unpaid, the service will be disconnected. The District will not be liable for any damages caused by disconnection for non-payment. The District will not reconnect the service for either the tenant or the landlord until all past due balances and fees are paid.

NEW OR ALTERED SERVICE POLICY

APPLICATION FOR NEW OR ALTERED SERVICE

Each customer desiring to install new electrical service or make an alteration to an existing electrical service shall complete and submit the appropriate District application, remit the required application fee, and provide a right-of-way plat map or property map if available. If the site is located on rented or leased ground, the property owner shall co-sign the application and provide a right-of-way easement.

LINE EXTENSION POLICY & SERVICE INSTALLATION STANDARDS

Please visit the District website for the current Board-approved Line Extension Policy, and details about installation standards.

Customer Service Policy - Adopted Resolution 1128

Final Audit Report

2021-12-06

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-  Email viewed by Shan Rowbotham (shan.rowbotham@kittitaspud.com)
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