



# Jefferson County PUD Citizen Advisory Board

## *A G E N D A*

**Date: August  
13th, 2018**

**Time: 2:00PM**

**Place of  
Meeting:**

**PUD Electrical  
Service Center**

**Address: 310  
Four Corners  
Road, Port  
Townsend, WA.**

- Call to Order
- Review of Agenda
- Approval of Minutes from Last Mtg.
- Public Comment
- GM Report
  - PUD Vehicle Use Policy Discussion
  - Budget Workshop 8/20/18, Transit Center, 1PM to 3PM.
  - Agenda Report, Strategic Budget Objectives (Verbal Update)
  - Introduction of Broadband Line Extensions Policy Issues
  - Update NoaNet Best Practices Meeting 8/30/18, 10AM to 12PM, Four Corners Location
- Agenda Report and Proposed CAB Governance Resolution 2018-015
- Agenda Report and discussion for Roll out of "Paperless Billing" and "Paperless Billing Plus"
- Broadband Sub-Committee Report
- Next Steps or Additional Board Actions
- Public Comment
- Adjourn



## AGENDA REPORT

**DATE:** August 13, 2018  
**TO:** **Citizens Advisory Board**  
**FROM:** Larry Dunbar, General Manager  
**RE:** 2019 Budget Draft Strategic Objectives

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**SUMMARY:** Staff is seeking guidance from the Board of Commissioners and the Citizens Advisory Board on the strategic objectives to be considered as part of the 2019 budget.

**BACKGROUND:** Every year the Commission goes through a thorough process to prepare the budget for the subsequent year. This year's budget process commenced on July 6, 2018, includes a budget workshop on August 20, 2018, a budget hearing on October 1, 2018, and the budget must be adopted by the Commission by the end of November 2018.

As part of the General Manager's employment contract an annual review will be conducted to determine goals (e.g., strategic objectives) for the coming year.

**ANALYSIS/FINDINGS:** Staff is seeking guidance from the BOC and CAB on the below draft strategic objectives for the 2019 budget (not in priority order)

1. Consolidated facility project. During 2018 the design of a consolidated facility for all employees should be completed, and a modular building should be permitted and purchased and installed. During 2019 bid documents should be prepared, bids solicited, permits obtained, a contract should be awarded, and construction should commence with completion expected in 2020.
2. Community solar project. This project includes design and construction of a community solar facility at the Kearney substation. During 2018 permits should be obtained, engineering completed, and customer participation should proceed. During 2019 bids should be solicited and construction should commence and be completed.
3. Broadband line extensions for Port Townsend downtown businesses pilot project. This project includes formulation of a policy regarding cost sharing the installation of fiber optic service connections in 2018. During 2019 design and construction of fiber optic service connections should commence and be completed.
4. Heightened focus on customer service and continuing education. During 2018 staff is relocating customer-facing employees to the operations center, filling the customer service manager position, and backfilling positions as appropriate. During 2018 staff is also reviewing the existing customer service policies and will seek approval of various enhancements. During 2018 and 2019 staff will be having in-house customer service training events.
5. Safety training program. During 2019 a hosted safety training program should be available for all PUD staff, which will further enhance the PUD's commitment to safety.
6. Electric reliability. During 2018 staff is evaluating reliability statistics and will identify the most effective ways to continue to increase reliability. During 2019 staff would implement improvements that would further improve reliability.

7. Full time regular water engineer. During 2018 staff will prepare a job description and begin recruitment of a water engineer, with the anticipation that the successful candidate would begin employment in early 2019.
8. Comprehensive personnel policies. During 2019 staff will prepare a request for proposals to hire a management consultant to prepare comprehensive personnel policies that would replace all existing personnel policies.
9. Advanced metering infrastructure business case evaluation. During 2019 staff will prepare a request for qualifications to hire an engineering/financial consultant to prepare a business case evaluation for the PUD's current metering system, advanced metering options, and other options such as manual meter reading. The results of the business case evaluation will be used to guide the selection of the PUD's next metering system, which may be proposed as part of the 2020 budget.
10. Strategic plan update and strategic objectives for 2020/2021. Staff proposes that NWPPA is utilized to help the Board of Commissioners to update the PUD's strategic plan and identify strategic objectives to be considered as part of the 2020 and 2021 budgets.
11. Electric system plan. Similar to the water system plan that's currently underway, staff proposes that a system plan is prepared for the electric utility. During 2019 staff will prepare a request for qualifications to hire an engineering consultant to prepare a system plan that will identify the capital improvement plans for the following 6-years including prioritization and preliminary cost estimates.
12. Information technology and geographic information system strategic plan. During 2019 staff will prepare a request for qualifications to hire an information technology consultant to review the PUD's existing information technology systems and identify enhancements for the following 2-years including prioritization and preliminary cost estimates.
13. Telecommunications strategic plan. During 2019 staff will prepare a request for qualifications to hire a telecommunications consultant to review the PUD's legal authority, existing telecommunications resources, and identify a range of options, phases, and preliminary cost estimates, which may be proposed as part of the 2020 budget. If the PUD receives a CERB grant this may advance this effort to 2018.
14. Designating cash reserves. The PUD currently has restricted cash reserves and designated cash reserves for specific purposes. Staff will be proposing that some of the unrestricted cash reserves be designated for other purposes such as vehicle replacement and information technology hardware replacement as part of the 2019 budget.
15. Confirm utility memberships. Staff is preparing a list of memberships including dues and staff and board assignments and will seek guidance on if any memberships should be discontinued in 2019.

**FISCAL IMPACT:** Staff will prepare a preliminary cost estimate for each of the draft strategic objectives that will be considered as part of the 2019 budget.

**RECOMMENDATION:** Staff requests guidance on the above strategic objectives (and others that may be requested by the BOC and CAB) as part of the 2019 budget.



## **AGENDA REPORT**

**DATE:** August 13, 2018  
**TO:** **Citizens Advisory Board**  
**THRU:** Larry Dunbar, General Manager  
**FROM:** Joel Paisner, Legal Counsel  
Don McDaniel, Management Consultant  
**RE:** Resolution to clarify the role of the Citizens Advisory Board

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**SUMMARY:** In collaboration with the Citizens Advisory Board (CAB) during the last 2 months, a clarification to the governance resolution has been prepared to enhance collaboration between the CAB and the Board of Commissioners (BOC) and the General Manager on policy issues.

**BACKGROUND:** The reason and spirit behind the formation of the CAB was to create a group of community members that could act as a sounding board for the BOC and General Manager on policy issues.

Over time there have been fewer policy issue requests from the BOC and the General Manager for the CAB to consider. Given there have been fewer requests, the CAB continued to provide support to the District by undertaking projects and tasks not assigned by the Commission.

**ANALYSIS/FINDINGS:** During the last 2 months the CAB discussed draft and final draft resolutions that would clarify the governance resolution. On July 9, 2018, there was consensus on the proposed changes to the governance resolution, except that CAB members shared concerns about a staff proposal to discontinue District email services. At that time the CAB requested that staff seek guidance from the BOC on the email issue.

On July 17, 2018, after careful consideration the BOC directed staff to continue to allow CAB members to utilize District email services. The attached resolution includes District email services and emphasizes using District email services in compliance with the Washington State Open Meetings Act and Public Records Act.

In collaboration with the CAB, CAB Chair Douglas Huber, and CAB Governance Subcommittee, the attached governance resolution is now ready for consideration.

Approval of the attached resolution will raise the importance of the CAB and form a renewed integral relationship between the BOC, General Manager, and CAB members.

**FISCAL IMPACT:** There is no anticipated fiscal impact.

**RECOMMENDATION:** Staff is seeking a favorable recommendation from the Citizens Advisory Board to the Board of Commissioners to approve the attached resolution.

Attachment: Resolution clarifying the role of the Citizens Advisory Board

**PUBLIC UTILITY DISTRICT NO.1  
OF  
JEFFERSON COUNTY**

**RESOLUTION NO. 2018-015**

A RESOLUTION of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington ("the PUD"), Updating and Clarifying the Role of the Citizen's Advisory Board (CAB).

WHEREAS, RCW 54.12.010 states "The powers of the public utility district shall be exercised through a commission...." and

WHEREAS, the Board of Commissioners (Board) approved Resolution 2012-017 on or about the 1<sup>st</sup> day of October 2012; and

WHEREAS, Resolution 2012-017 set forth a policy for establishment of citizen boards, blue ribbon work groups and citizen task forces; and

WHEREAS, Resolution 2012-017 requires all committees established by the Board to be subject to periodic review so as to determine whether the committee and its function continue to be appropriate and necessary; and

WHEREAS, Resolution 2012-028 establishing a Citizen's Advisory Board (CAB) was approved by the Board on or about the 20<sup>th</sup> day of November, 2012; and

WHEREAS, Resolution 2012-028 sets forth that the purpose of the CAB is to provide recommendations on subjects selected by the Board, a process of appointing CAB members, terms and rotation of CAB members, and Board administrative support; and

WHEREAS, on or about the 2<sup>nd</sup> day of September 2014, the Board approved a motion that determined the CAB is a valuable instrument of the Board and should continue indefinitely, the terms and succession of CAB members, and the general process for appointment to the CAB; and

WHEREAS, on or about the 28<sup>th</sup> day of September 2016, the CAB Chair provided a letter to the Board and General Manager requesting clarity of the CAB role and expressing the CAB's desire to undertake projects and tasks both assigned by the Board and not assigned by the Board; and

WHEREAS, after discussion of the September 28, 2016 CAB letter, the Board at its October 3, 2016 meeting directed General Counsel to prepare a resolution superseding the resolutions referred to herein as they relate to the CAB, which would clarify and update the role of the CAB;

WHEREAS, Resolution 2016-019 modifying the policies of the CAB was approved by the Board on November 1, 2016; and

WHEREAS, Resolution 2017-017 further modified the policies of the CAB and was approved by the Board on August 15, 2017.

WHEREAS, The CAB was created for the purpose of providing a mechanism for the Board to obtain the benefits of recommendations, advice and opinions on policy matters from a volunteer committee which may devote the resources necessary for careful consideration of such matters and which will increase citizen participation and input to the Board.

THEREFORE, BE IT RESOLVED, by the Commissioners of the Public Utility District No. 1 of Jefferson County, Washington as follows regarding the Citizen's Advisory Board (CAB):

1. **Purpose:** The CAB provides advisory reports and recommendations to the Board of Commissioners (Board) .
2. **Procedures:**
  - A. The General Manager (GM) is the liaison between the Board and the CAB.
  - B. The Board will make its CAB requests through the GM. The Board prioritizes issues to be studied by the CAB.
  - C. Policy issues may be studied by a CAB subcommittee. CAB members volunteer to be on a subcommittee based on their area of expertise or interest. A subcommittee shall not constitute a quorum of the CAB. A subcommittee may include invited non-voting members of the public with special expertise.
  - D. With the advance concurrence of the Board, a Board member may serve in an advisory capacity on a CAB subcommittee.
  - E. The Board recognizes that CAB members come from diverse professional backgrounds. Therefore, at a regularly scheduled CAB meeting, members may introduce topics to be discussed and studied. The topic will be submitted to the GM for review and forwarded to the Board for approval and prioritization.
3. **Membership:**
  - A. The full CAB consists of up to nine community volunteer members – three from each Commissioner District. CAB members are nominated by their respective Commissioner. Nominations must be confirmed by the Board before a nominee may join the CAB.

- B. The Board wishes to maintain stability and institutional knowledge on the CAB while providing opportunity for increased citizen participation. To that end, the CAB members shall have staggered 3-year terms.
  - C. As terms of current CAB members expire, each Commissioner will nominate one person for a new 3-year term per year. The nominee must reside within the Board member's respective district. A sitting CAB member must be nominated by their Commissioner to serve a subsequent term.
  - D. Vacancies on the CAB shall be filled by nomination. The Board approved CAB member will serve the remainder of any unexpired term and then may re-apply for a full 3-year term.
  - E. CAB member residency within the respective Commissioner District is required. Should Commissioner District boundaries change or should a CAB member move out of their respective Commissioner District, then that CAB member shall be replaced unless otherwise approved by the Board.
4. **Removal of CAB Member:**
- A. The Board may remove a CAB member if, in the Board's sole discretion, the CAB member has not performed satisfactorily in carrying out his or her duties, provided the CAB member first has been notified of the Board's concerns and has had a reasonable opportunity to correct the issue. However, the Board shall have absolute discretion whether its concerns have been adequately addressed.
  - B. A CAB member may resign their position by providing written notice to the Commissioner representing the district being represented by the CAB member. Their replacement must be nominated following the process in Section 3.D.
5. **Meeting Agenda:** The GM and the CAB Chair shall set the agenda for each CAB meeting with consultation from the Board, as necessary and appropriate. The GM or their appointee shall be entitled to participate in the deliberations of the CAB but shall have no vote.
6. **Manner of Communication:**
- A. Each regular Board meeting agenda that follows a CAB meeting should include a written "CAB Update" that includes current and future CAB activities.
  - B. The CAB and its members are an advisory group only, and do not represent the Board.
7. **Administrative Procedures and Support:** The CAB shall:

- A. Be subject to the Washington Open Public Meetings Act (RCW 42.30) and Public Records Act. (RCW 42.56). Each CAB member is expected to make themselves familiar with the Washington State Open Public Meetings Act and the Public Records Act. The GM will notify the CAB when training is available, and each CAB member shall provide a certification of attendance during their term.
  - B. Conduct an **annual election** of a Chair and Vice-Chair to one-year terms. Current officers will remain in office until new officers are elected.
  - C. Conduct a monthly meeting, open to the public at an agreed-upon date and time which is published on the District website no fewer than two business-days before the meeting.
  - D. Be provided an adequate meeting venue to hear public comments.
  - E. Be provided a **contract** or District staff person to take minutes, and other such support as the Board may approve.
  - F. Board members will rotate to be in attendance at all CAB meetings.
8. **Periodic review:** The Board shall review the CAB purpose and effectiveness periodically but, no less than every 3 years.
9. **Supersedure:** This resolution supersedes any previous policy, resolution or District action as they relate to the CAB.

ADOPTED at a regular meeting of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, this \_\_ day of \_\_\_\_\_,2018.

\_\_\_\_\_  
 Jeff Randall, President

\_\_\_\_\_  
 Wayne King, Vice President

ATTEST:

\_\_\_\_\_  
 Ken Collins, Secretary



## AGENDA REPORT

**DATE:** August 13, 2018  
**TO:** **Citizens Advisory Board**  
**THRU:** Larry Dunbar, General Manager  
**FROM:** Will O'Donnell, Communications Manager  
**RE:** **Paperless Billing Promotions, Credits**

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**SUMMARY:** Encouraging more customers to utilize Paperless Billing reduces waste and saves Jefferson PUD money and time by eliminating both the printing and mailing of customer bills and staff time spent processing them. Staff proposes a two-tiered rewards campaign to entice customers to switch to paperless billing programs, the second of which involves a bill credit requiring CAB review and BOC approval.

**BACKGROUND:** Since first providing the service in late 2015 members of the PUD BOC and staff have repeatedly indicated interest in promoting our online bill pay/account management application (known as Smart Hub) to customers. Smart Hub allows customers to pay online, view and compare their utility usage over time, and do it all from a home computer or smart phone via a downloadable app. Currently nearly 7000 customers have signed up for the service, but many continue to receive paper bills, negating some of the benefit for the PUD.

**ANALYSIS/FINDINGS:** A number of other utilities and PUDs have offered promotional rewards to entice customers to sign up for either their online or paperless billing systems, ranging from \$5 bill credits to iPad raffles, or smart home gift packs. Staff would like to implement a two-tiered promotion. The first of which will debut at the Jefferson County Fair: All JPUD customers who sign up for paperless billing will enter a drawing to win an Echo Spot. The drawing will be held on Oct. 1<sup>st</sup>. Tier 2 will run from Oct. 1 to Dec 30 and will award customers a \$10 one-time bill credit if they either sign up for or upgrade to Paperless Billing PLUS. The PLUS program requires the customer to sign up for paperless billing as well as Auto Pay utilizing ACH (bank account number instead of a credit or debit card) and remain in the program for 12 consecutive months. Customers would receive the \$10 credit upon sign-up but would be charged \$10 if they cease to meet the program requirements any time before the full twelve months of enrollment.

**FISCAL IMPACT:** Paper bills cost the PUD approximately \$7.20 per customer per year. A low-end average bill paid by credit card costs the PUD a minimum of \$36 per year per customer. Paperless Billing PLUS could save the PUD \$40+ per year per customer that signs up. Signing up 500 new Paperless Billing PLUS customers would cost the PUD \$5,000 one time and net \$15,000 in direct savings annually.

**RECOMMENDATION:** Staff is seeking a favorable recommendation from the Citizens Advisory Board to add the Paperless Billing PLUS credit to the PUD's Schedule of Deposits and Charges, a change which requires a board resolution.

*Attachments: Paperless Billing Promotional Materials, Draft Schedule of Deposits and Charges*

# PAPERLESS BILLING

## MORE INFO MORE CONTROL

## LESS WASTE SIGN UP NOW



go to:



# JEFFPUD.SMARTHUB.COOP

- sign in as a new user
- enter your PUD account #
- enter your email address
- create a new password
- turn printed bill status off

# PAY w/ YOUR PHONE or HOME COMPUTER

pay  
online

report  
outages

view  
usage

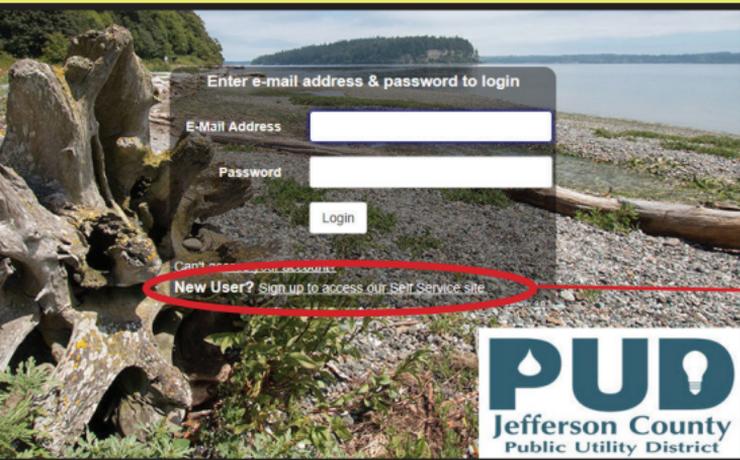
download  
the app



# Jefferson County Public Utility District

jeffpud.org (360)385-5800

# SIMPLE SIGN UP STEPS



Go to [jeffpud.smarthub.coop](http://jeffpud.smarthub.coop)  
Click on New User signup

Make sure to have your paper bill on hand to get your account number entered

**New User Registration**

To register as a new user, please enter the following information.

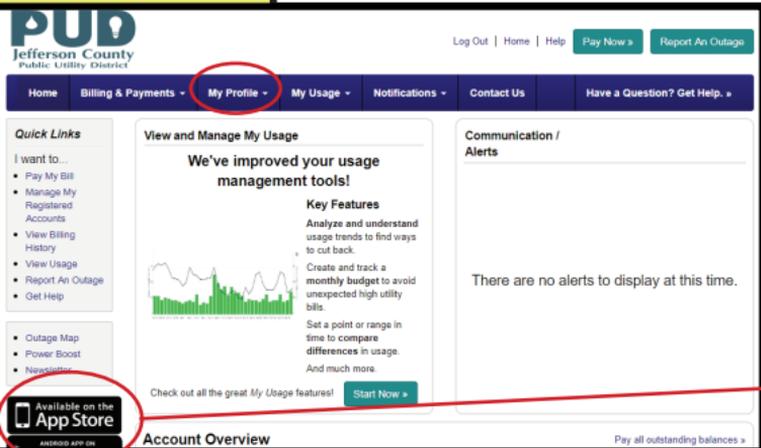
Billing Account Number

Last Name or Business

E-mail Address

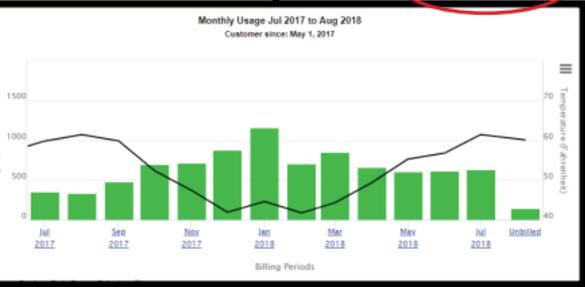
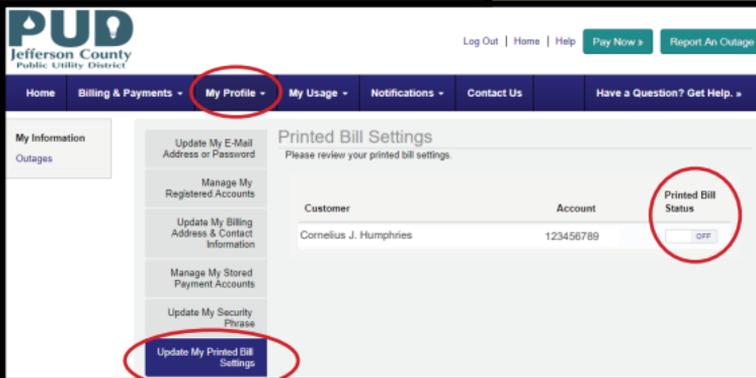
Confirm E-mail Address

Submit Cancel



Click My Profile to update personal info and find the **Printed Bill Settings**  
Download the iOS or Android App to manage your account on your smart phone or tablet device

Turn Printed Bill Status to OFF to go paperless and save resources



Explore and compare your utility usage by month, year and even day\* with the My Usage tab.  
*\*not available for some customers*

HELP SAVE PAPER, SAVE TIME & SAVE COSTS SIGN UP NOW

[jeffpud.org](http://jeffpud.org) (360)385-5800

# SIGN UP FOR **PAPERLESS BILLING** TODAY for the chance to win an **ECHO SPOT!**

Every PUD customer who signs up for paperless billing in August and September is eligible to win. A random drawing will be held on October 1st to pick the winner.

## Control your smart home

Use Echo Spot to see a live camera feed from the nursery or your front door. Turn on the fan or dim the lights from the couch—all without lifting a finger. Control multiple devices at scheduled times or with a single voice command, like locking the doors and turning off the lights when you go to bed.

Echo Spot works with smart home devices such as cameras, lights, TVs, fans, thermostats, garages, sprinklers, and more. [Learn more](#) about compatible smart home connected devices from brands such as Ring, WeMo, Philips Hue, SmartThings, ecobee, Wink, and others.



Sign up at [jeffpud.org](http://jeffpud.org) now!

# PAPERLESS BILLING

## SIGN UP NOW! **PLUS**

**\$10**  
instant credit  
applied



# PAY w/ YOUR PHONE *or* HOME COMPUTER

GO TO:

## **JEFFPUD.SMARTHUB.COOP**

### **4 STEPS TO SAVE TIME AND MONEY**

- sign up for online bill pay
- turn printed bill status off
- turn on auto pay
- pay with your bank account

## **MORE INFO MORE CONTROL LESS WASTE SAVE MONEY**



# Jefferson County Public Utility District

jeffpud.org (360)385-5800

# SAVE PAPER SAME TIME SAVE COSTS SAVE MONEY

Jefferson PUD's Paperless Billing Plus program puts you in control of your utility account. Monitor your usage, pay online, report outages instantly, and skip the worry of wondering if you paid your bill.

When you sign up for Paperless Billing Plus you save the PUD time and money and we pass part of that savings back to you with an instant \$10 credit on your bill\*. Already signed up? You still get the credit if you meet all of the requirements below:

Make sure to have your paper bill on hand to get your account number entered

### New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Log Out | Home | Help

Home Billing & Payments **My Profile** My Usage Notifications Contact Us Have a Question? Get Help. »

**Quick Links**

- I want to...
- Pay My Bill
- Manage My Registered Accounts
- View Billing History
- View Usage
- Report An Outage
- Get Help

**View and Manage My Usage**

We've improved your usage management tools!

**Key Features**

- Analyze and understand usage trends to find ways to cut back.
- Create and track a monthly budget to avoid unexpected high utility bills.
- Set a point or range in time to compare differences in usage. And much more.

**Communication / Alerts**

There are no alerts to display at this time.

Click My Profile to update personal info and find the Printed Bill Settings

Turn Printed Bill Status to OFF

Public Utility District

Home Billing & Payments My Profile My Usage Notifications Contact Us Have a Question? Get Help. »

**My Information**

Outages

Update My E-Mail Address or Password

Manage My Registered Accounts

Update My Billing Address & Contact Information

Manage My Stored Payment Accounts

Update My Security Phrase

Update My Printed Bill Settings

**Printed Bill Settings**

Please review your printed bill settings.

Customer	Account	Printed Bill Status
Cornelius J. Humphries	123456789	<input type="checkbox"/> OFF

Log Out | Home | Help

Home **Billing & Payments** My Profile My Usage Notifications Contact Us Have a Question? Get Help. »

**Auto Pay Program**

Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month.

Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts »

Accounts	Auto Pay Payment Account	Actions
Electric, Water, Sewer Account # 123456789 1313 Mockingbird Lane	None	<input type="button" value="Sign Up For Auto Pay"/> <ul style="list-style-type: none"> <li>Add New Card</li> <li>Bank Accounts</li> <li>Use Existing Visa (Ending in 2479)</li> </ul>

Under Billing & Payments choose Auto Pay Program Sign Up with a credit card or bank account #

\*must meet all requirements of paperless billing program for an entire year, otherwise the credit will be forfeited and a \$10 charge will be applied to your account to invalidate the original credit.

"EXHIBIT B"

**PUBLIC UTILITY DISTRICT NO. 1  
OF JEFFERSON COUNTY**

**SCHEDULE OF DEPOSITS AND CHARGES**

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         Yard Lights ..... 6  
         Non-standard Equipment ..... 6

Meter Tampering		
1)	Cut or missing seal ( electric or water) (first time)	\$ 125
2)	Unauthorized connect or reconnect of meter (elec/h20)	\$ 500
3)	Power diversion investigation - actual cost & requires a W.O.	\$ 285 (min)
4)	Water diversion investigation- actual cost & requires a W.O.	\$ 265 (min)

Meter Testing		
1)	Electrical meter	\$ 165
2)	Water meter	\$ 85

Non-Sufficient Funds I EFT Returns	\$	30
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Late Fee -Residential	\$	5
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Late Fee - Non-Residential	Greater of \$5 or 1% of "past due"	
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*Late Fee- Residential and Non-Residential late fees only apply if the past due exceeds \$50.00. Late fees may be waived by the General Manager or his/her designee in exceptional circumstances.*

SMA Hourly Rate	\$	70
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**Trip Charge (Customer not prepared for scheduled work)**

1)	Electrical Serviceman	\$ 250
	Line Crew	\$ 450
	Water Serviceman	\$ 70

**Water**

1)	Seasonal Off/on of water service	\$ 15
2)	Annual Backflow test if done by PUD	\$ 150

**Yard Lights**

	Install light only; along with new service	\$ 450
2)	Install light only, established account	\$ 450
3)	Install pole and light	\$ 1,475

Paperless Billing PLUS Credit	\$	10
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*\$10 Paperless Billing PLUS credit is an on bill credit awarded to all customers who meet the requirements of the Paperless Billing PLUS program for twelve consecutive months. The credit is awarded one time upon signup. If a customer does not meet the requirements for the entire consecutive 12 month period, a \$10 bill charge is added back onto the customer's account.*