

Skamania PUD Policy
Disconnect Policy & Procedures

Summary of Disconnect Procedures

Skamania PUD sends out the regular billing which is due two weeks after the bill date. Notices are sent out as follows:

Reminder Notice	Mailed 7 days after the due date
Late Fee of \$10.00	Added 16 days after the due date
Final Notice	Mailed 16 days after the due date
Disconnect Notice	Mailed 23 days after the due date

A scheduled date for disconnect will appear on the Final and Disconnect notices. Accounts must be paid by 5 p.m. on the date of the notice to avoid being disconnected. Skamania County PUD accepts VISA, MASTERCARD and DISCOVER. Account will not be disconnected if the account balance is under \$75.00.

If you receive a disconnect notice, it is necessary that you personally contact the PUD to make your payment. Payment must be made by 5pm on the date on the notice to avoid having the power disconnected. Using other forms of payment will not guarantee your power will continue to be provided such as on-line banking, which can take up to 10 business days to arrive. Our pay stations are for customer convenience; however, you must call to let us know where you have made your payment.

The PUD Office night drop is opened once in the morning around 8 a.m. If you are leaving a payment in the night drop the same day as your disconnect date, please be sure to make a special effort to contact the PUD to ensure your power is not turned off.

A \$50.00 Field Call charge will be added to the account if the PUD crew comes to your door.

Customers on the budget payment plan, will be removed from the budget plan if the account is disconnected for non-payment. At which time, the full account balance becomes due, in accordance with Resolution No. 2427.

Reconnection of Service

If electric or water service is disconnected for non-payment, the past due bill and reconnect charges must BOTH be paid before service is reconnected. The fees for reconnect are as follows:

Reconnect for non-payment	Mon – Friday 8:30 a.m. to 3 p.m.	\$ 75.00
Weekdays after 3:00 p.m.		\$250.00
Weekends and Holidays		\$250.00

Note: no guarantee of same day service

NSF Fees

If the PUD receives an NSF Check or ACH Return, the fee will be \$35.00

If the PUD receives an NSF Check on disconnect day to prevent disconnect, the fee will be \$75.00.

Adjusting and Applying New Deposits to Existing Customers

Customers who have received three or more 'Disconnect' notices will have their deposit status reviewed by the District. Existing deposits will be adjusted to equal the highest two-month billing periods of the past two years. In addition, deposits will be added to existing accounts which do not have a deposit.

Writing Off Accounts

A reminder letter is sent out 7 days after the due date on the final bill if it is not paid in full. If no payment is received a second letter is sent out the last week of the month; if the second letter is received, payment needs to be made within 7 days to avoid further collection efforts. Accounts are sent to collections the second Monday of the following month unless payment arrangements have been made.

Reserved Rights/Disclaimer

The District reserves the right to make payment arrangements with customers. The District also reserves the right not to extend payment arrangements on accounts that have a history of delinquencies.