

# Sign Up for Budget Savings

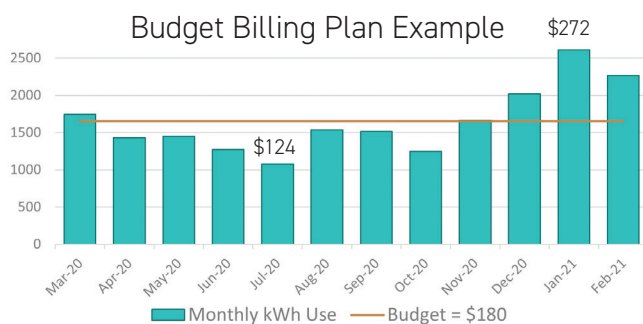
Learn more about Klickitat PUD's budget payment plan with this Q&A



Do fluctuating power bills due to heating or cooling strain your budget? If so, sign up for Klickitat PUD's budget payment plan to stay on track. Once enrolled in the plan, your monthly payments are based on the annual average energy consumption during the previous 12 months for the location.

The PUD recalculates the budget payment each May, with the new amount beginning in June or following a PUD rate change. When your budget payment is recalculated, one of the following occurs:

- If you paid for more energy than you used, the PUD recalculates your new budget payment using your credit balance, which may reduce your new budget payment.
- If you used more energy than you paid for while on the budget plan, your new budget payment increases to recover the shortage and reflects the revised average energy consumption going forward—if you prefer to pay off the actual balance to ensure a lower monthly budget amount, please contact Customer Service. The “Information Only - Account Balance” on your bill (example at bottom right) reflects what you have used.



**Q: When can I begin the budget payment plan?**

You can begin any time your account balance is zero. However, with so many customers impacted by COVID-19, it is offered as a solution to catch up over the next 12 months.

**Q: Will I know how much electricity I'm using every month?**

Yes. Meter readings are done as usual. Self-read meters need to be submitted as normal. Your bill will show the budget amount due as well as account balance reflecting the year-to-date accounts

receivable balance (example below, left).

**Q: What if I am unable to make a payment?**

You must pay your budget payment in full by the due date of the bill each month. Otherwise, you may be removed from the budget payment plan. If you are unable to make your payment, please call the PUD's Customer Service department.

**Q: Can I cancel my budget payment plan?**

You can cancel at any time. However, your account will be reconciled at that time. This will result in one of the following:

- If you have paid for more energy than you used, your account will be credited for that amount.
- If you consumed more energy than predicted and paid for within the budget payment plan, the entire outstanding balance becomes due on the next bill.

**Q: Can I enroll in the budget payment plan and automatic draft?**

Yes. They complement each other. Participation in the budget payment plan is a free, strongly encouraged service. For more information or to enroll in the budget payment plan, please contact:

- Goldendale office—509-773-5891 or 800-548-8357
- White Salmon office—509-493-2255 or 800-548-8358.

Customers can request to enroll in the budget payment plan through SmartHub by submitting a customer service inquiry.

**For customers currently enrolled in the budget billing program, check your May bill for your new budget amount. It will be on your statement in the upper right-hand corner in red (see below). That amount will be used for billing beginning in June. ■**

BILLING SUMMARY	
Total Previous Balance	\$ 180.00
Payments	\$ -180.00
Balance Forward	\$ 0.00
Information Only - Account Balance	\$ 180.00
Budget Amount Due	\$ 180.00

MESSAGE FROM KLICKITAT PUD	
<p>Yes, your monthly budget amount has been recalculated. Starting next month your monthly budget amount will be \$170.00.</p>	



# KPUD Carwash Is Back

Are you a member of a not-for-profit organization in need of fundraising ideas?

Klickitat PUD is happy to announce that in May we are reinstating our carwash fundraising opportunities. Contact April Greenlaw at 509-773-5891 or [agreenlaw@klickitapud.com](mailto:agreenlaw@klickitapud.com) for more details or to schedule a date.

**Klickitat PUD  
offices are  
closed May 30  
in honor of  
Memorial Day**



## ENROLL TO WIN A \$50 BILL CREDIT

Sign your account up for **Auto Draft Bill Pay** in SmartHub® for a chance to win!

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TICKET TO SAVINGS

RAFFLE DRAWING

*Three (3) bill credits in the amount of \$50 will be drawn by raffle on May 31, 2022 for account holders who have enrolled in SmartHub Auto Draft Bill Pay beginning May 1, 2022.*



**KLICKITAT PUD**

Honesty  
Accountability  
Customer Focused

SmartHub® Utility  
App Assistance:

509.773.5891

509.493.2255

[KlickitatPUD.com](http://KlickitatPUD.com)

