

Taking the Mystery Out of Billing and Late Notices

In October, Klickitat PUD resumed the delinquent and disconnect process that had been suspended in early 2020 due to COVID-19.

KPUD is taking this opportunity to remind customers what drives the process. Knowing the payment cycle helps you stay up to date, preventing late notices, fees and disconnect for nonpayment.

The countdown starts the day a KPUD bill is issued and mailed. Payment due date is 15 days from the bill date, with a 10-day grace period before late fees and penalties are assessed, for 25 days total before the delinquent process starts.

If there is a past due balance greater than \$50, customers are subject to the disconnect process, fees and penalties.

Have you received a late notice even though you sent your payment before the due date?

Timing differences are often the cause. A bill sent through the mail can take up to seven business days to be delivered. Add seven days to mail the check back to the utility for processing. A bank payment can take up to 72 business hours for the utility to receive payment, even though it seems automatic.

To avoid timing differences, enroll in e-billing and autopay, or pay through SmartHub. KPUD also has a 24/7 automated phone system available in English and Spanish at 888-255-5303.

Are you enrolled in autopay and have received a late notice?

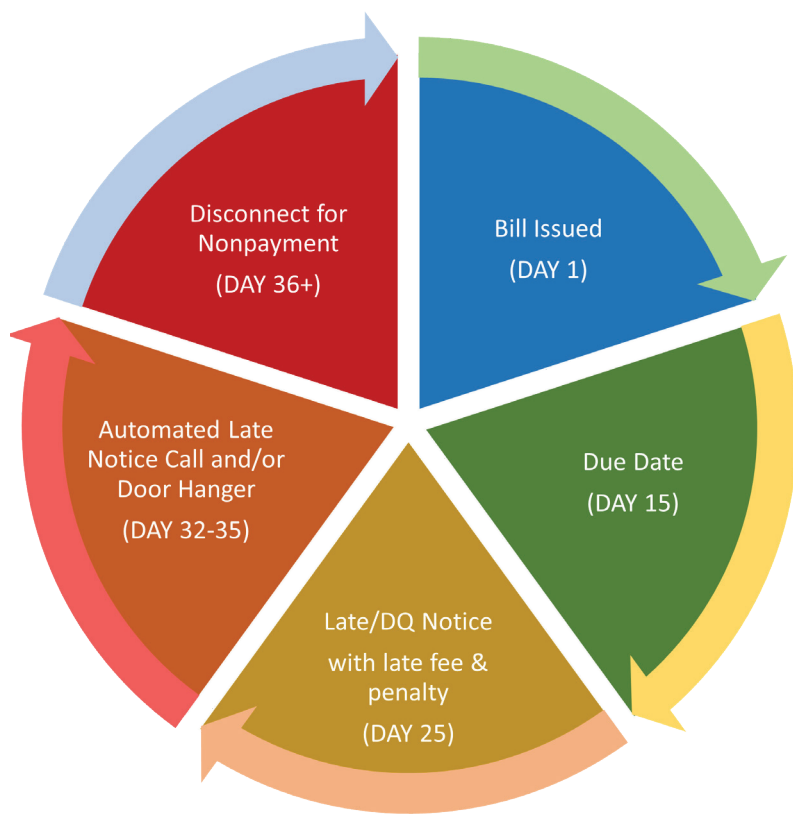
Verify the auto pay information is correct and up to date, either by checking your SmartHub account or by contacting a KPUD office. If all information is correct, check with your banking establishment to understand why payment was declined.

Do you need help with utility bills?

KPUD has assistance available until December 2021.

To apply for residential or small business assistance, apply online at klickitatpud.com, or visit either the Goldendale or White Salmon office.

Read more about the program in the sidebar at right. ■



COVID-19 Small Business Assistance

Program discounts will be retroactive and applied for billings issued between June 2021 and December 2021.

The discount percentage is based on business type:

- ▶ 100% basic fee and 50% of usage for storefront businesses.
- ▶ 30% of usage for home-based businesses.

COVID-19 Residential Assistance

Qualifying electric only customers may receive \$300 in one-time payment assistance. Multi-service customers (electric, water, wastewater) may receive \$500. Recipients must be active customers impacted by COVID-19.

COVID-19 Low-Income Elderly Discount Program

This program funds warm-weather discounts retroactively for billings issued from June 2021 through November 2021.

Recipients must be age 62 or older, with a single-person annual income of \$25,520 or less, or a two-person household income of \$34,480 or less.

Customers who received the discount winter 2020-21 will automatically be requalified, and do not need to reapply.

New applicants must contact Klickitat County Senior Services to apply:

- ▶ Goldendale: 509-773-3757.
- ▶ White Salmon: 509-493-3068.