

Sign Up For Klickitat PUD's Budget Payment Plan

How does the budget plan work?

Your monthly payments are based on your energy consumption during the past 12 months in your location. Every June, the PUD recalculates your budget payment.

If you paid for more energy than you used, we recalculate your new budget payment using your credit balance, which may reduce your new payment.

If your actual use was greater than what you paid while on the budget plan, your new budget payment may increase.

When can I begin the Budget Payment Plan?

You can begin the plan at any time. However, June is the recommended start month, and your account needs to have a zero balance.

Will I know how much electricity I use every month?

Your meter will continue to be read as usual. Each month you will receive an up-to-date statement of your account showing the budget amount due, as well as the actual amount of electricity used.

A summary of current charges is listed

in the first section of your statement.

The second section, Balance Recap, is a running total of the actual balance on your account—actual charges to your account minus your payments. The third section, Budget Recap, outlines the status of your budget account—monthly charge minus monthly payments.

What if I miss a payment?

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

What if I want to cancel my budget payment plan?

Your account is reconciled at that time by comparing your actual consumption to what you have paid on the Budget Payment Plan.

If you have paid for more energy than you used, your account is credited for that amount.

If you consumed more energy than you have paid for, your next bill will reflect a balance due.

Can I re-enroll in the Budget Payment Plan?

Yes. However, if you have been removed from the Budget Payment Plan for any reason, you must settle any past-due charges before being allowed to re-enroll in the plan.

Can I enroll in the Budget Payment Plan and the Automatic Draft?

Yes, they are a great complement to one another.

Is there a cost to join?

No. The Budget Payment Plan is a free service. The budget plan does not include any non-metered services, such as street lights, yard lights and wastewater basic fees. These charges are added to your monthly budget amount.

How do I enroll?

If you are ready to enroll, call Klickitat PUD's Customer Service Department before you receive your June bill. ■

Goldendale office:

(509) 773-5891; (800) 548-8357

White Salmon office:

(509) 493-2255; (800) 548-8358

Check Out Our Website, Stay Informed

We hope you have visited our website at www.klickitatpud.com. We have made changes to the site to make it easier for you to keep track of what is happening at KPUD. We also provide additional resources to help you manage and understand your individual PUD account.

Keep an eye on the "What's New" section of the home page, where we keep you informed of changes at the utility as well as services available to you. We will inform you of additional resources available to help you with a wide variety

of topics, such as using our online payment system to pay your bill and submit a meter read, and some tips on how to read your PUD statement.

We want our website to be a useful tool for our customers and encourage you to visit it often. A public computer is available in the Goldendale office lobby, and we are glad to show you around our website the next time you are in the office.

As always, contact us if you have any questions about our website or suggestions to help make it more useful. ■

