



Customer Informational Brochure 2026



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About the PUD

Public Utility District No. 1 of Lewis County (Lewis County PUD) strives to provide a bright and connected community with safe, reliable, sustainably sourced utilities for current and future generations. We are "At Your Service"! Lewis County PUD utilizes teamwork, communication, accountability, respect, and leadership.



Governance



Lewis County PUD is a municipal corporation of the State of Washington, formed by the people of Lewis County to provide electric service. Public utility districts are governed by commissioners who are elected locally to represent specific districts within the service area of the utility. The District has a board of three commissioners that serve individual six-year terms representing their respective districts. The regular meetings of the Board of Commissioners of Lewis County PUD are held on the third Tuesdays of each month at 10:00 a.m. The location of the meetings can be found at www.lcpud.org. Commission Meeting agendas and past minutes can also be viewed on the District's website at www.lcpud.org.

Rate Setting

Lewis County PUD strives to maintain the lowest rates possible while maintaining safe and reliable power. Final rates are set by the publicly elected board of commissioners. Rates are set by resolution upon completion of publicly held hearings where the commissioners gather input from staff, 3rd party consultants and the public. Rate hearings are open to the public and notices are posted in local newspapers and on the District's website at www.lcpud.org.

Electric Service



There are twenty-nine public utility districts throughout the State of Washington. PUDs have the authority to provide electric, water, sewer service and wholesale telecommunications service. Lewis County PUD provides electric service to substantially all of Lewis County (with the exception of the City of Centralia) and the southeast portion of Pierce County.

Electric Generation

The District owns and operates the Cowlitz Falls Hydroelectric Project that produces on average 239,000 megawatt hours (Mwhs) annually. The District and the Bonneville Power Administration (BPA) cooperatively

developed the Cowlitz Falls Project. The District is the owner of the Project, while BPA has purchased the annual output under a long-term contract. In exchange for receiving the output of the Project, BPA pays all costs associated with its operation and maintenance. The District buys its power from BPA, so the power generated by the Cowlitz Falls Project helps supply the needs of Lewis County.

Broadband

The District has owned and operated approximately 88 miles of dark fiber optic infrastructure, that is used primarily for supporting PUD electric system communication needs and to lease out excess fiber to other entities. Additionally, the District has received grant funds to deploy lit, open access fiber optic service to homes and businesses in broadband-unserved areas of the community. This new infrastructure will be owned and operated by the PUD, and retail internet service providers will offer service directly to residential and commercial subscribers where the new infrastructure is built. As the District builds new open access fiber optic infrastructure, we will communicate with property owners when they are able to request a fiber optic service drop to their property and, subsequently, are able to sign-up for broadband service.

Retail Electric Customer Information

The following information is available from Lewis County PUD upon request without charge by accessing the District's website at www.lcpud.org or by calling our Customer Service Representatives at (360) 748-9261 or (800) 562-5612.



- [Electric Service Rates](#)
- [Public Records Requests](#)
- [Annual Report](#)
- [Annual Fuel Mix](#)
- [Home Heating Assistance Programs](#)
- Customer Information/Customer Rights and Responsibilities, including:
 - [Credit and Deposit Requirements](#)
 - [Charges](#)
 - [Metering/Measurement Procedures](#)
 - [Bill Payment Procedures](#)
 - [Payment Arrangements](#)
 - [Discontinuing Service](#)
 - [Filing a complaint](#)
 - [Customer Privacy Policy](#)

Customer Information Report 2022

Lewis County PUD provides utility services to single family residences, commercial, industrial and irrigation customers, and public authorities. We also provide public street and highway lighting services. The chart shows energy use and related cost by customer class.

Customer Class	Number of Connections	Total kilowatt-hours per Customer Class	Percent of Utility Load	Average Rate Cents/kWh
Residential	29,522	502,037,132	51.3%	6.585
Commercial	4,873	197,999,501	20.2%	6.041
Industrial	77	276,312,276	28.2%	4.436
Public Street & Highway Lighting	128	1,160,856	0.1%	15.859
Irrigation	83	1,574,812	0.2%	4.918

Energy Conservation

To make every dollar that you pay for your power work for you, we offer energy savings programs and incentives. In 2022, with funding through Bonneville Power Administration, we provided \$709,629 in energy efficiency rebates to our customers. Lewis County PUD was also awarded a \$1,400,000 grant in 2022 that includes funding through 2024 for conservation measures through the Centralia Coal Transition Grant. With those funds we were able to provide \$580,276 worth of conservation measures to our customers in 2022.

If you are interested in finding out more about conservation measures you may qualify for, contact our Energy Services department at (360) 748-9261 or visit our website at www.lcpud.org.

Non-Hydro Renewable Resources

In 2022, a total of \$5,049,856 was invested in non-hydro renewable resources.

Resource	Amount Invested	Source of Funding
Nine Canyon Wind Project	\$1,297,795	Lewis County PUD
White Creek Wind Project	\$3,752,061	Lewis County PUD
Solar-customer owned	\$96,988	State-Renewable Energy Cost Recovery Program

Low-Income Energy Assistance Programs

Project Share is a low-income energy assistance program providing a mechanism for customers to make voluntary contributions for fellow energy customers in need. In 2022, customers donated \$5,459 in funds for Project Share. In addition to the customer donations, Lewis County PUD provided \$25,000 in funding to Project Share.

In June 2023, the District created a two-year low-income senior discount pilot program. Qualified low-income senior customers shall receive a discount equal to 50% or 100% of the per day basic charge while funding is available.

Federal, State, and Local Taxes Collected by the District

Lewis County PUD is required to collect taxes on the sale of electricity and to pay a variety of other taxes. The 2022 taxes are shown below:

- City Occupation Tax (collected for and dispersed as listed below)
 - Chehalis 6% of sales within city limits totaling \$665,989
 - Morton 4% of sales within city limits totaling \$95,871
 - Mossyrock 6% of sales within city limits totaling \$41,562
 - Napavine 6% of sales within city limits totaling \$103,906
 - Toledo 6% of sales within city limits totaling \$32,284
 - Vader 6% of sales within city limits totaling \$27,177
 - Winlock 6% of sales within city limits totaling \$73,109
- State Utility Tax
 - 3.8734% of retail sales (including occupation tax) \$3,324,109 to state general fund
- State Privilege Tax
 - 2.14% of retail sales (excluding occupation tax) \$1,757,636 to public schools, counties, and state general fund

Lewis County PUD is also required to pay various other taxes. These include state sales/use tax, fire district assessments, miscellaneous license fees, state B&O taxes, fuel taxes, payroll taxes, production-related taxes and other taxes not directly related to retail sales.

Customer Service Policy



Policy Number: 400-002-004

Effective Date: 01/01/2026

Policy Sponsor: Customer Service

Series Title: Services

Review Date: Biennial

Background Information/Purpose:

The Customer Service Policy describes the conditions, provisions, policy requirements, and limitations associated with both electric and non-electric services provided by the District.

Definitions:

Manager - means the Manager of Public Utility District No. 1 of Lewis County, Washington

Customer - means and includes natural persons of either sex, associations, mutual, cooperatives, municipal corporations, co-partnerships and corporations whether acting by themselves or by a servant, agent or employee; the singular number includes the plural and the masculine pronoun includes the feminine.

District - means Public Utility District No. 1 of Lewis County

Health Alert Program - means a program designed to alert the District of customers requesting priority electric service as a result of medical necessity as deemed by a physician licensed to practice medicine in the United States.

Policy Statements:

1. APPLICATION FOR SERVICE

A customer requesting service shall complete and authorize the District's standard form of application for service. Application for service constitutes a binding contract between the customer and the District and is subject to all rates, charges and service policies as established, adopted, and amended by the District's Commissioners.

All contracts take effect from the day they are signed or from the agreed date of beginning, or from the date service is first furnished through an existing connection, or by connection with District facilities, whichever is earliest. Receipt of service by the customer where a service contract does not exist is deemed to constitute agreement and acceptance of the District's service policies, charges, and rates.

Application for new and/or altered service shall be made with sufficient advance notice to allow the District to make alterations. The District shall not be liable for damages inconvenience when service has not been made available at the time the customer is ready for the service.

2. DEPOSITS

The District may determine a deposit is required to ensure payment for all costs and charges associated with establishing or providing service. Determination may result from but is not limited to; delinquencies in payment, bankruptcy, adverse credit references, and fraudulent or unauthorized use of services.

Deposit amounts shall be determined by the District at its sole discretion and in accordance with the Miscellaneous Charges for Customers Policy.

Deposit amounts are not considered prepaid revenue and do not accrue interest.

Deposit refunds for closed accounts will occur when a customer closes an account and all outstanding charges have been paid in full. Deposit refunds for active residential accounts can occur when a customer has maintained a current account with no late payments for no less than 12 consecutive months and will be applied to the customer's account for which the deposit was assessed.

3. METER READING, METER MAINTENANCE, AND BILLING

Meters are read, and bills rendered at intervals determined by the District.

Meters are maintained and replaced at the sole discretion of the District. The District has the sole authority to select meter brand, type, and functionality.

- Customers may request a manually read meter pursuant to applicable charges and conditions as set forth within the Miscellaneous Charges for Customers Policy.

The District may estimate meter readings for billing purposes as necessary.

Whenever necessary to unlock doors or gates to gain access to the meter; the District may assess a per occurrence charge.

Opening and closing bill minimum charges are prorated using the number of days in the period.

The District may alter billing dates at its sole discretion.

Bills are mailed, electronically distributed, or electronically posted by the District or an agent of the District to the billing address furnished by the customer. Failure to receive a bill does not release the customer from obligation of payment when due.

METERING AND BILLING ERRORS CAUSED SOLY BY THE DISTRICT

When overbilling occurs, the District will refund all over billed amounts as determined by the District to the customer for the period of the billing and/or metering error.

When underbilling occurs, charges will be billed to the customers for the three-year period prior to the date the error was discovered where there is no written contract and for the six-year period prior to the date the error was discovered where there is a written contract.

The District will allow for payment of underbilled amounts to be recovered over the same period for which collection is being made or as otherwise agreed upon with the District.

Recovery for underbilling resulting from customer action will be pursued to the fullest extent possible.

4. PAYMENT OF BILLS

All bills are due and payable when issued and become delinquent after the due date specified on the bill. The District reserves the right to select and offer the payment methods available to the customer at its sole discretion. A Customer may be limited in its payment methods available based on prior payment history and/or customer billing characteristics.

5. CREDIT/DEBIT CARD PAYMENT

The District accepts credit/debit card payments, exclusions may apply for some revenue classes.

6. CUSTOMER RIGHTS

Disconnect notices for nonpayment shall include a statement advising the customer of their rights.

Any customer disputing a billing shall first have an informal conference with a Customer Service Representative (CSR). The CSR shall have authority to arrange deferred payments. Factors considered by the CSR shall include the size of the amount due, the schedule of payments to satisfy the amount due, agreement to keep future billings paid current basis, and the customer's past credit history with the District.

- Arrangements for deferred payments are not available to customers who have not complied with previous arrangements or to customers who have had repetitive credit problems with the District.

Customers not satisfied with the outcome of the informal conference may appeal to a Customer Service Supervisor. A customer must appeal within 72 hours of the informal conference stating the reasons for the customer appeal. The District shall arrange a hearing within 3 working days of receiving the appeal and the hearing shall take place during regular office hours. The customer may, at their own expense, be represented by counsel. The District Representative will hear the customer's statements and the employee's statement from appropriate employees. After the hearing, the District Representative will provide the customer with a written decision. The decision shall be delivered to the customer, to the customer's residence or place of business, or the decision may be delivered to the customer by registered mail. Failure to accept the decision when delivered or failure to make payments as required will result in immediate disconnection of service by the District. Failure to attend the hearing shall negate the request for hearing and demonstrate acceptance of the billing.

7. CHANGE OF OCCUPANCY

When a change of occupancy or other change affecting the legal responsibility of payment for service occurs, notice of such change shall be given to the District by the outgoing customer or party assuming legal responsibility for the customer. The outgoing customer will be responsible for payment of all service supplied until such notice has been received by the District. Only written notice of change of occupancy or notice by telephone during regular working hours to the District's customer service department will be deemed as acceptable and proper notice.

8. DISCONTINUANCE OF SERVICE BY THE CUSTOMER

Except as otherwise provided by a specific rate schedule, special contract, or agreement, the customer may terminate service by appropriate notification to the District and by payment in full of all amounts due the District to the date of service discontinuance. The District reserves the right to

read a meter for a final bill within a one-week period from the date of notification by the customer. The final reading may be estimated by mutual consent of the customer and the District.

9. DISCONTINUANCE OF SERVICE FOR NON-PAYMENT

Prior to the disconnection of service the District shall notify the customer as described below unless otherwise agreed upon by the District and the customer.

- The District shall furnish 3 notifications to the customer prior to disconnection.
 - First notice is the bill – A notice informing the customer of the due date and the date a late fee will be charged if not paid on time.
 - Pending disconnect notice – A notice informing the customer of assessed late charges/penalties, due dates, and amounts due.
 - Disconnect notice – A notice alerting the customer of a past due balance that needs to be addressed immediately to avoid disconnect of services.
- Utility representatives dispatched to disconnect service will not accept payment at the service address. Customers wishing to make payment prior to disconnection can do so via phone, online, on the SmartHub application, or at one of the District staffed payment locations.

10. RATES AND CHARGES

Rates and charges for electric service furnished by the District are established by separate resolution(s) of the Commission of the District, except as may otherwise be provided by special contract approved by the Commission of the District.

11. SPECIAL CONTRACTS

Rate and special service conditions for any class and character of service to any customer may be established in a special contract as approved by the Commission of the District.

12. RESALE OF SERVICE

No purchaser of service shall in any way resell, rebill or supply service unless expressly permitted by the terms of contract approved by the District.

13. ADDITIONAL LOADS

In the event the customer desires to alter and/or increase service; the customer shall notify the District in advance so that the District may review the request and take the necessary action to respond to the request accordingly. A Customer altering service beyond the scope of the current service agreement without approval is liable for any and all costs and/or damages arising from such action.

14. SYSTEM DISTURBANCE

Service shall not be utilized in such a manner as to cause system disturbance or fluctuation. The District may require the customer to install, at the customers expense, equipment needed to control such disturbances. Uncorrected system disturbances may result in disconnection.

15. CUSTOMER CAUSED OUTAGES

If District personnel are dispatched to restore service resulting from an action of the customer or the customer's equipment, a service charge including the costs to restore service may be assessed.

16. METER TESTS

Meter's found to register more than two percent (2%) divergent will be corrected on the customer's bills for the known or assumed period of error.

One customer requested meter test per year shall be made available at no cost. Additional tests will be conducted in accordance with the Miscellaneous Charges for Customers policy.

17. INTERUPTION OF SERVICE

The District in no way guarantees service free from interruption.

This District is not liable for damage and/or loss occurring from service interruption.

The District's Health Alert Program does not constitute a guarantee of service. Customers participating in the Health Alert Program shall take all required actions necessary to provide for alternate service as needed.

18. CUSTOMER'S RESPONSIBILITY FOR DISTRICT PROPERTY

The Customer shall exercise all reasonable and proper precautions to prevent damage to any District property on customer premises. District owned equipment shall be and remain the property of the District and may be removed at the discretion of the District.

In the event that District's property is damaged because of customer action or negligence, the District may charge and collect from the customer the cost of repairs or replacement and the District may disconnect and remove the electric facilities from property where such damage persists.

No unauthorized person shall connect to the District's system for the purpose of securing electric energy therefrom; any such act shall be subject to prosecution under the law.

19. RIGHT OF ACCESS

The District shall have unrestricted access to a customer's premises for the purpose of reading, testing, repairing, maintaining, inspecting, removing and/or replacing District equipment. If any such equipment is located within a locked enclosure, the District shall be furnished with a key for access and the customer may be charged for the inconvenience of reading and maintaining such meters and equipment.

20. DISCONTINUANCE OF SERVICE BY THE DISTRICT

The District may refuse to connect or may discontinue service for violation of any of its service policies, or for violation of rate schedule or contract provisions, or for theft, or illegal diversion of electricity, or if the customer has added electrical loads which, in the opinion of the District, would jeopardize any of the facilities of the District or customers of the District. The discontinuance of service for any of these causes does not release the customer from the obligation to pay for energy received or charges specified in any existing contract. The District may disconnect a customer's service as provided in these service policies whenever and as often as the causes for disconnection may occur and neither delay nor omission on the part of the District to make such disconnections shall be deemed a waiver of its right to so disconnect service at any time.

Removal of facilities is covered within the District's Line Extension Policy.

21. REPRESENTATIONS BY DISTRICT EMPLOYEES

No employee of the District may ask, demand, receive or accept any personal compensation for any service rendered to customers purchasing electric energy, nor any other persons in connection with

				the error was discovered where there is no written contract and for the six-year period prior to the date the error was discovered where there is a written contract.
400-002-003	10/17/2023	10/18/2023	3002	Revised language under discontinued service due to non-pay and removal of debit/credit card limitations.
400-002-004	12/16/2025	01/01/2026	3073	Increased timeframe to collect for under billings.

Miscellaneous Charges for Customers



Policy Number: 400-004-003

Effective Date: January 1, 2024

Policy Sponsor: Customer Service

Series Title: Electric Service

Review Date: Biennial

Background Information/Purpose:

The District has developed customer charges for services provided to customers.

Definitions:

Account Set-Up Charge - means charge for establishing service in a name at an existing account.

Business Hours - Monday – Friday, 8:00 am – 5:00 pm excluding District observed holidays and posted office closures.

Deposit (base charge) - amounts determined by the District as security. Amounts are determined from customer's payment history, credit, historical use, and payment history. Deposit amounts do not accrue interest.

Deposit Refund (closed account) - will occur when a customer closes an account and all outstanding charges have been paid in full.

Deposit Refund (active Account) - can occur when a customer has maintained a current account with no late payments for no less than 12 consecutive months. Refund amounts will be applied to the customer account for which the deposit was assessed.

District - means Public Utility District No. 1 of Lewis County

Engineering Application Fee - is charged to a customer applying for new service or wanting to make changes to existing services that require engineering design and administrative support. The Engineering Application Fee is non-refundable and will be applied to the construction account upon completion of the project. Further definition of this and other Engineering charges can be found in the District's Line Extension Policy.

Facilities (Meter) Tampering Charge - any action by a customer or agent acting on behalf of the customer that alters or interferes with the normal function of service. These actions include, but are not limited to, the reconnection of service and alteration of the meter or the meter seal. The meter tampering charge may also include the cost of time and material needed to restore service.

Field Collection Charge - for District personnel dispatched to an account (premise) for the purpose of disconnecting service for non-pay, where the customer makes payment to the District for the delinquent amount at the time of the field visit prior to, and in avoidance of disconnection.

Field Service Charge - to dispatch District personnel to an account to perform work not considered routine maintenance. This charge includes but is not limited to the resealing of broken seals, the testing of meters not covered by the District.

Late Payment Charge - amount added to a bill when payment is determined to be past due.

Late Payment Charge (Industrial Accounts) - amount added to any industrial customer any time payment is past due. The charge shall be 3% of the amount past due, but no less than \$20.00

Meter Access Charge - is the amount charged to the customer where the District has limited or restricted access to maintain equipment or read meters. The District reserves the right to determine what constitutes restricted access.

Meter Disconnect Charge - for dispatching District personnel to an account (premise) to disconnect service for non-pay.

AMI Opt-Out Monthly Charge – for dispatching District personnel to read non-remote meters.

Reconnect Charge (outside service hours) - for dispatching District personnel to an account outside service hours to reconnect service at an account.

Return Check Charge - charge assessed to a customer for paying by check which is returned by the financial institution.

Service Hours - are Monday – Friday, 8:00 am – 3:30 pm excluding District observed holidays and posted office closures.

System Capacity Charge – one-time fee used to pay for system upgrades needed to support new service requirements.

Unauthorized Disconnect/Reconnect Charge – charge for the unauthorized disconnection or reconnection of service.

Policy Statements:

The District charges for, and collects fees from customers for expenses caused by and attributable to those customers. Miscellaneous charges include:

Account Set-up Charge	\$10
Deposit (minimum)	\$200
Engineering Application Fee	\$100
Facilities (meter) Tampering Charge (minimum)	\$500
Field Call Collection Charge	\$50
Field Service Charge	\$50
Late Payment Charge	\$20
Late Payment Charge (Industrial Accounts)	3% w/ \$20 min
Meter Access Charge	\$50
Meter Disconnect Charge	\$100
AMI Opt-Out Monthly Charge	\$25
Reconnect Charge (outside service hours)	\$200
Returned Check Charge	\$30
System Capacity Charge-Single Phase	\$3.00/amp
System Capacity Charge-Three Phase	\$6.00/amp
Unauthorized Disconnect/Reconnect Charge	\$100

Applicable Legislation and Regulations:

Related References, Policies, Procedures, Forms and Appendices:

[Customer Service Policy](#)

[Line Extension Policy](#)

Approval:

David Plotz, General Manager

Date

Version History

Version	Approval Date	Effective Date	Resolution No.	Change Notes
400-004	11/29/2016	01/01/2017	2754	Approval of Policy
400-004-001	12/01/2020	01/01/2021	2902	Modified frequency of review, added system capacity charge
400-004-002	2-16-2021	03/01/2021	2910	Consolidated language
400-004-003	12-19-2023	01/01/2024	3008	Added AMI Opt-Out Monthly Charge

Customer Privacy Policy



Policy Number: 200-018-003

Effective Date: 01/01/2026

Policy Sponsor: Administration

Series Title: Compliance

Review Date: Biennial

Background Information/Purpose:

Strong consumer data privacy protections are essential to maintaining the trust of our customers. This policy emphasizes the District's commitment to protect customer data from unauthorized disclosure or breach of security throughout the lifecycle of the data.

Customer information [Personally Identifiable Information (PII) as defined below] is collected and used to perform essential business functions such as establishing and maintaining service, managing outages, processing customer bills, credit and collections, conservation and usage management, etc. The District is committed to protecting the security and privacy of all customer data, and will conform to applicable laws and regulations, as well as internal standards and policies which are intended to keep this information private and secure.

The District may be required to release various types of customer information in response to a public records request, court order, search warrant or discovery request. When one of these events occurs, efforts will be made as allowed by law to notify customers of such requests before the information is disclosed.

Definitions:

District - means Public Utility District No. 1 of Lewis County

Personally Identifiable Information (PII) - means information used on its own or with other information to identify, contact, locate a single person, or to identify an individual.

Policy Statements:

This policy applies to all District employees, Commissioners, and contract personnel with access to the District's systems and data, hereinafter referred to within this policy as "employees."

Personally Identifiable Information (PII)

The District is committed to the protection of Personally Identifiable Information (PII) to prevent its unauthorized use or disclosure for the purposes of marketing services or products. To this end, customer data defined as PII by this policy is more restrictive than what is established by local, state and federal laws. Information considered PII covered by this Policy is limited to retail electric, and broadband customers:

1. Name
2. Addresses (When used in combination with other PII)
3. Telephone numbers

4. Email addresses
5. Social Security or Unified Business Identifier (UBI) numbers
6. Customer account numbers (Named customer specific utility account numbers, credit card numbers, bank account numbers) (Location specific numbers are not considered PII)
7. Any information received during the identity and customer credit worthiness process
8. Identity information provided on a driver's license, State issued identification card, passport, etc.
9. Information relating to the source, technical configuration, and destination including but not limited to meter interval/electricity use data that can be tied to items # 1-8 above.
10. Customer payment history
11. Household data that is made available by the customer by virtue of the utility-customer relationship

Definition for the Use and Release of PII – Primary vs. Secondary Purpose

When customer data is released to a contractor/subcontractor or third party, the purpose of the release of the data will be defined as being for either a "Primary" or "Secondary" purpose, as follows:

Primary Purpose - data released for essential business functions, such as billing or bill presentment, energy efficiency program participation/validation or administration (such as BPA), establishing or maintaining service, financial collections, payment assistance programs such as the Community Action Council (CAC), location specific consumption and billing information, and customer surveys.

When data is released to a vendor to provide services that are of a primary purpose, the vendor is further prohibited from disclosing the customer information to a party that is not under contract with the District or its contracted affiliates. Further, the vendor must sign a Confidentiality and Non-Disclosure Agreement.

Secondary Purpose - data released for marketing services or product offerings the customer does not already subscribe to. Data released for a secondary purpose requires affirmative customer consent (see definition below). Requests for customer data used for secondary purposes might come from a customer asking for their data to be shared directly to a third party vendor, from a vendor asking for customer information for marketing purposes, or from District staff working with a third party to market a new product or service.

Affirmative Customer Consent – Release of Data for Secondary Purpose

When releasing customer data for a secondary purpose, affirmative (advance) customer consent must be obtained for each instance of release of data unless the customer has previously provided advance consent.

The following is necessary to meet the requirements of affirmative consent, which can be provided electronically or via hard copy:

- The consent must include the date or date period for which the consent is granted.
- The consent must specify the party or parties the customer has authorized the release of their data to, including any affiliates and third parties.
- The District must validate that the individual providing the consent matches the name, service address and account number of the customer of record in the District's customer information system.
- A record for each instance the customer has given written or electronic consent must be maintained, following applicable records retention guidelines.

The “Customer Authorization to Release Information” (CARI) is used for obtaining consent from a customer. Customers who have given affirmative consent also have the right to retract said consent in writing at any time.

Aggregated Data

Aggregated data is data that is considered sufficiently consolidated so that any individual customer cannot reasonably be identified. The District will generally follow a 15/15 rule, which means that aggregated data must include the data of at least 15 customers, and that no single customer included in the sample is to comprise more than 15% of the total aggregated load. Any personal identifying information must be removed from the aggregated data before release.

Customer consent is not required when releasing aggregated data that meets this definition.

Disclosure of PII to Contractors/Subcontractors

As a utility, the District may engage a contractor to provide services in support of primary and secondary business functions as noted above. For new vendor contracts, a Confidentiality and Non-Disclosure Agreement (CNDA) will be included as part of the standard contract language and approved as part of the standard contract approval process. Further, the District’s contractors may engage a subcontractor or third party to provide services in support of their contract with the District. A CNDA must be signed by a subcontractor or third party and be routed through the normal contract approval process. Subcontractors and third parties must also agree to maintain and protect any PII in a secure manner and use commercially reasonable methods of cyber security to protect PII from disclosure. Subcontractors and third parties shall agree to notify the District immediately in the event of any inadvertent disclosure of PII.

Responsibilities of Contract Work Manager - Release of PII for Primary Purpose

The Contract Work Manager (CWM) must review any need or request for PII to determine if PII shared with the contractor/subcontractor is necessary to meet the business objective.

Any need or request to release PII to a contractor requires approval from the CWM’s Department Head or the Public Records Officer. An approval only needs to be obtained the first time the District releases PII to that entity. Subsequent requests are only required if additional types of PII will be provided to the contractor or the extension of dates in which the release is in effect is expired.

It is up to the CWM to reduce the amount of PII that is being released, where possible, by questioning the purpose and needs of the contractor to receive all information they are requesting.

The contractor/subcontractor must provide a timeline in which the PII will be used and a scope that defines the manner in which the data will be used. Further, the contractor must comply with contract requirements that will address the disposition of PII after the contract timeline has expired.

The CWM is also responsible for communicating the terms of the agreement to the contractor.

Responsibilities of Contract Work Manager – Release of PII for Secondary Purpose

The CWM must obtain completed CARI forms from each customer whose data will be shared. Copies of the forms must be routed through the standard contract approval process.

The third party vendor the CWM is working with will be required to sign a CNDA.

Transmittal of PII to Contractor/Subcontractor

All files and forms of data provided to a vendor to conduct business of the District must be sent via secure method.

Disclosure of PII During Customer Transactions

The District considers security of PII a top priority and will only share PII when requested with the customer(s) of record or an individual designated by the customer(s) of record to receive such information. Before releasing PII, measures will be taken to verify the identity of the person requesting the information. This may include but is not limited to asking for the UBI number of a commercial business, last four digits of a social security number, or verification by driver's license number or state issued identification card.

Disclosure of PII to Law Enforcement

The District will comply with RCW 42.56.335, which gives law enforcement authorities a mechanism to obtain records of individuals. The law enforcement authorities must provide the District with a written statement in which the authority states that it suspects that a particular person to whom the records pertain has committed a crime and the authority has a reasonable belief that the records could determine or help determine whether the suspicion might be true.

All requests for PII by law enforcement authorities will be processed through the District's Public Records Officer.

Unauthorized Disclosure Notice Practice

The District will implement administrative, technical, and physical safeguards to protect PII from unauthorized access, destruction, use, modification or disclosure.

If the District should discover or be informed of an unauthorized disclosure of PII it will make an effort to secure the disclosed data and will follow the requirements of RCW 42.56.590.

Customer Complaints

The District will investigate and resolve all reported customer complaints pertaining to disclosure of PII. The customer will have the ability to appeal any proposed resolution to the District's Board of Commissioners.

Applicable Legislation and Regulations:

- [RCW 19.29A.100](#)- Electric utilities—Customer information—Sale or disclosure—Requirements—Exemptions—Application of consumer protection act.
- [RCW 19.29A.110](#)- Persons—Customer information—Capture, obtain, or disclosure for commercial purpose—Requirements—Application of consumer protection act.
- [RCW 42.56-Public Records Act](#)

Related References:

[Records Policy](#)

Customer Privacy Statement

Customer Compliant Resolution/Investigation Process

Customer Authorization to Release Information" (CARI) Form

Approval:

Version History

Version	Approval Date	Effective Date	Resolution No.	Change Notes
200-018	09/27/2016	10/09/2016	2750	Approval of Policy
200-018-001	08/18/2020	09/01/2020	2889	Formatting and language consolidation. Updated disclosure to law enforcement per the RCW.
200-018-002	12/17/2024	12/18/2024	3036	Updated to match RCW language
200-018-003	12/16/2025	01/01/2026	3073	Included broadband

RATES

SCHEDULE 4-GREEN POWER RATE

Resolution No. 3027, rate effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers served by Schedule 7 and/or Schedule 20.

MONTHLY CHARGE:

The monthly reoccurring charge for 100 kilowatt-hour blocks shall be in addition to the customer’s schedule 7 and/or 20 charges. Energy blocks will be met with renewable resources. The customer shall designate the level of participation at the rate of:

\$2.00 per Block

ENROLLMENT RESTRICTIONS:

The District will not accept enrollments for accounts that have a payment agreements in effect or have received one or more disconnect notices within the last 12 months.

GENERAL PROVISIONS:

The District may limit customer participation based on resource availability. "Renewable resources" includes wind generation, solar, biomass, landfill gas, low impact hydro and geothermal energy sources used to produce electric power.

TERM OF AGREEMENT:

Service under this schedule may be terminated at any time with changes going into effect after the next regularly scheduled meter reading.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 5-SECURITY LIGHTING SERVICE

Resolution No. 3027, rate effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers. The District will provide lighting service where lights can be installed on existing utility poles.

Service under this schedule may be discontinued if poles or equipment needed for this service are removed for any reason.

Mercury and sodium vapor lighting is available only to existing customers at existing locations and may be replaced with a LED light and converted to the corresponding rate schedule or removed at the District's discretion.

New service requests under this schedule may be limited at the District's discretion.

APPLICABLE:

To overhead lighting from dusk to dawn in accordance with District specification.

MONTHLY RATE:

District owned lighting service:

100-watt sodium vapor lamp \$ 12.34

PROVISIONS:

All lighting equipment will be supplied and owned by the District.

The customer will pay applicable line extension charges including an installation fee.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 7-RESIDENTIAL

Resolution No. 3027, rate effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers in single family residences. Service is to be constructed according to the District's Line Extension Policy and Residential Service Requirements.

CHARACTER OF SERVICE:

Service shall be single phase, 60 cycle, alternating current at nominal 120/240 volts.

RATE:

\$1.04 per day basic charge, plus

\$0.07394 per kilowatt hour

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

FOR QUALIFYING LOW-INCOME SENIOR CUSTOMERS:

Qualified low-income senior customers shall receive a discount equal to 50% or 100% of the per day basic charge. Eligibility and qualification requirements for this basic charge discount will be as specified in Resolution 2987.

SCHEDULE 8-RESIDENTIAL SECONDARY METER

Resolution No. 3027, rate effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers with a secondary meter for non-commercial, non-residential use when the same transformer is used with the customer's primary service. Service is to be constructed according to the District's Line Extension Policy and Residential Service Requirements.

CHARACTER OF SERVICE:

Service shall be single phase, 60 cycle, alternating current at nominal 120/240 volts.

RATE:

\$0.82 per day basic charge, plus

\$0.07394 per kilowatt hour

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 10-IRRIGATION SERVICE

Resolution No. 3027, effective April 1, 2026

AVAILABILITY:

This service is available to District customers for irrigation purposes only.

CHARACTER OF SERVICE:

Service shall be single or three phase, at nominal 240 or 480 volts.

Service is to be constructed according to the District's Line Extension Policy and Service Requirements.

RATE:

Basic Charge: \$1.04 per day basic charge for single phase

\$1.71 per day for three phase, plus

Energy Charge: \$0.07394 per kilowatt hour, plus

Demand Charge:\$0.00 per kilowatt of demand for the first 50 kilowatts, plus

\$6.54 per kilowatt of demand for amounts above 50 kilowatts

MINIMUM CHARGE:

Minimum charge shall be the demand charge.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 20-GENERAL SERVICES (<300kW)

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers for lighting and power purposes less than 300kW.

CHARACTER OF SERVICE:

Service to be furnished under this schedule shall be single phase or three phase, at voltages available by the District.

Service is to be constructed according to the District's Line Extension Policy and Service Requirements.

RATE:

Basic Charge:

\$1.04 per day for single phase,

\$1.71 per day for three phase, plus

Energy Charge:

\$0.07394 for consumption 15,000 kilowatt hours and under per month, plus

\$0.05855 for consumption 15,001 kilowatt hours and over per month, plus

Demand Charge:

\$0.00 per kilowatt of demand for the first 50 kilowatts, plus

\$6.54 per kilowatt of demand for amounts above 50 kilowatts

MINIMUM CHARGE:

The minimum charge is the basic charge for the billing period.

DETERMINATION OF DEMAND:

Demand is determined by a demand meter.

Demand for the billing period is the greatest fifteen-minute average kilowatt delivery rounded to the nearest kilowatt for the billing period. Five-minute demand interval billing may be used at the discretion of the District.

POWER FACTOR:

Power factor shall be calculated using measured kilowatt-hours (kWh) and reactive kilovoltampere-hours (kVARh).

When average power factor delivered during a billing period is less than 0.95;

Billing demand shall be multiplied by .95 and divided by the Average Power Factor to determine the power factor adjustment.

The power factor adjustment will be applied at the customers applicable demand rate.

Average power factor is determined as follows:

kWh

$$\sqrt{kWh^2 + kVARh^2}$$

The District shall not be obligated to deliver power to the customer when power factor below 0.80.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 40-LARGE GENERAL SERVICES ($\geq 300\text{kW}$)

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers for lighting and power purposes greater than or equal to 300kW.

CHARACTER OF SERVICE:

Service to be furnished under this schedule shall be single phase or three phase, at voltages available by the District.

Service is to be constructed according to the District's Line Extension Policy and Service Requirements.

RATE:

Basic Charge:

\$1.04 per day for single phase,

\$1.71 per day for three phase, plus

Energy Charge:

\$0.07394 for consumption 15,000 kilowatt hours and under per month, plus

\$0.05856 for consumption 15,001 kilowatt hours and over per month, plus

Demand Charge:

\$0.00 per kilowatt of demand for the first 50 kilowatts, plus

\$6.54 per kilowatt of demand for amounts above 50 kilowatts

MINIMUM CHARGE:

The minimum charge is the basic charge for the billing period.

DETERMINATION OF DEMAND:

Demand is determined by a demand meter.

Demand for the billing period is the greatest fifteen-minute average kilowatt delivery rounded to the nearest kilowatt for the billing period. Five-minute demand interval billing may be used at the discretion of the District.

POWER FACTOR:

Power factor shall be calculated using measured kilowatt-hours (kWh) and reactive kilovoltampere-hours (kVARh).

When average power factor delivered during a billing period is less than 0.95;

Billing demand shall be multiplied by .95 and divided by the Average Power Factor to determine the power factor adjustment.

The power factor adjustment will be applied at the customers applicable demand rate.

Average power factor is determined as follows:

$$\frac{\text{kWh}}{\sqrt{\text{kWh}^2 + \text{kVARh}^2}}$$

The District shall not be obligated to deliver power to the customer when power factor below 0.80.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 31-INDUSTRIAL PRIMARY

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

Service is available to District customers at primary voltages of 7.2 KV where the connected load is in excess of 1,000 kw. Customers may be subject to the New and Increased Large Load (NAILL) policy.

CHARACTER OF SERVICE:

Service under this Schedule is three phase, at a primary voltage specified by the District. Energy and demand amounts will be measured at or near the point(s) of delivery.

RATE:

Basic Charge:

\$1.71 per day for three phase, plus

Energy Charge:

\$0.04966 per kilowatt hour, plus

Demand Charge:

\$5.91 per kilowatt per month of heavy load hour (HLH) billing demand

\$3.47 per kilowatt per month for each kilowatt the light load hour (LLH) billing demand exceeds the HLH billing demand

Demand Charge (Customer owned transmission and distribution facilities):

\$3.32 per kilowatt per month of heavy load hour (HLH) billing demand

\$1.10 per kilowatt per month for each kilowatt the light load hour (LLH) billing demand exceeds the HLH billing demand

HLH and LLH shall have the meaning as given in the applicable BPA General Rate Schedule Provisions.

MINIMUM CHARGE:

The minimum charge is \$500.00 per month.

DETERMINATION OF DEMAND:

HLH billing demand is the greatest 30 minute average kilowatt delivery during the HLH period.

LLH billing demand is the greatest 30 minute average kilowatt delivery during the LLH period. LLH billing demand is reduced by the HLH billing demand for the month but will not be less than 0.

Customers with more than one metered point of delivery, may have coincident billing demand amounts aggregated at the District's discretion.

The demand measuring interval may be five minutes at the option of the District. Demand is to be expressed in kilowatts to the nearest kilowatt.

POWER FACTOR:

Power factor shall be calculated using measured kilowatt-hours (kWh) and reactive kilovoltampere-hours (kVARh).

When average power factor delivered during a billing period is less than 0.95;

Billing demand shall be multiplied by .95 and divided by the Average Power Factor to determine the power factor adjustment.

The power factor adjustment will be applied at the customers applicable demand rate.

Average power factor is determined as follows:

$$\frac{\text{kWh}}{\sqrt{kWh^2 + kVARh^2}}$$

The District shall not be obligated to deliver power to the customer when power factor below 0.80.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 35D-COMMUNICATION DEVICES

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This service is available to District customers for small device communication purposes only.

CHARACTER OF SERVICE:

Service under this schedule shall be for devices under 50 watts outside of the electrical space. Devices requiring attachment to District poles are subject to the annual pole attachment rate in addition to the daily rate charge noted below.

RATE:

\$0.11 per day

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 35F-LOCAL AREA DARK FIBER SERVICE

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This schedule is available in territory served by the District's Fiber Optic System. This schedule is available for a period of not less than five years and subject to terms of service.

CHARACTER OF SERVICE:

Service under this schedule shall be for the lease of Dark Fiber service.

PROVISIONS:

Service under this rate is subject to any applicable line extension fees and provisions.

RATE:

Regular Fiber Service

\$60/pair/mile for Regular service, effective 1 January 2024

\$70/pair/mile for Regular service, effective 1 January 2025

\$80/pair/mile for Regular service, effective 1 January 2026

Critical Fiber Service

For lessees with elevated service requirements, authorize District General Manager the discretion to charge a higher pair/mile lease rate to compensate for the added cost of elevated requirements.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 35G-OPEN ACCESS FIBER SERVICE

Resolution No. 3041, effective February 1, 2025

AVAILABILITY:

This schedule is available in territory served by the District's Fiber Optic System.

CHARACTER OF SERVICE:

Service under this schedule shall be for the District's open access network.

PROVISIONS:

Service under this rate is subject to any applicable line extension fees and provisions.

RATE:

Service Drop Fees (paid to the District by subscriber)

Non-Refundable Service Drop Application Fee

\$100.00, or

\$ 50.00 for eligible low-income households

Lit Service Rates and Fees (paid to the District by the Retail Service Provider (RSP))

Non-Refundable Service Activation/Initiation Fee

\$25.00

Monthly Recurring Charge (MRC) per Subscriber

\$49.00 for 1Gbps/1Gbps

Qualifying low-income households will receive a \$20.00 monthly discount: \$10.00 reduction of MRC and \$10.00 reduction of RSP's retail rate

Static IP Address

\$19.00 per month (additional)

TAX ADDITIONS:

The amount of the total of any or all revenue, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 50-STREET LIGHTING SERVICE

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers where lighting service to ten or more existing lights to one account.

Mercury and sodium vapor lighting is available only to existing customers at existing locations and may be replaced with a LED light and converted to the corresponding rate schedule or removed at the District's discretion.

New service requests under this schedule may be limited at the Districts discretion.

APPLICABLE:

To lighting service from dusk to dawn for public streets, alleys, thoroughfares and grounds, installed in accordance with the District's specifications.

MONTHLY RATE:

Street lighting service, energy only, customer owned facilities.

400-watt sodium vapor lamp \$ 15.61

250-watt sodium vapor lamp \$ 10.20

200-watt sodium vapor lamp \$ 8.13

100-watt sodium vapor lamp \$ 4.33

PROVISIONS:

District owned lighting equipment shall be supplied by the District.

New customer owned lighting facilities shall be metered. Existing customer owned facilities shall be converted at the Districts discretion to metered service.

The customer will pay any applicable line extension charges including an installation fee.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.

SCHEDULE 51-LED LIGHTING

Resolution No. 3027, effective January 1, 2026

AVAILABILITY:

This schedule is available to District customers.

APPLICABLE:

To overhead outdoor District owned lighting from dusk to dawn.

DAILY RATE:

Low Lumen Fixture \$0.29

High Lumen Fixture \$0.41

PROVISIONS:

The customer will pay any applicable line extension charges including an installation fee.

TAX ADDITIONS:

The amount of the total of any or all revenue, kilowatt hour, or other form of tax hereafter imposed by any municipal, federal or state taxing body upon the District shall be apportioned by the Commission of the District according to the territory in which such tax or taxes may be effective and among the various different classes of service furnished therein and shall constitute an additional charge to any amounts which may be billed to any customer under any rate schedule or special contract covered by this resolution.