

**BEFORE THE WASHINGTON STATE  
UTILITIES AND TRANSPORTATION COMMISSION**

In RE: Petition of PacifiCorp d/b/a Pacific Power & Light Company for a Declaratory Order Regarding the Interpretation of WAC 480-100-128(6) and WAC 480-100-178

DOCKET UE-132119

PUBLIC COUNSEL'S RESPONSE  
TO PACIFICORP'S PETITION FOR  
DECLARATORY ORDER

1           Public Counsel submits the following Response to PacifiCorp's Petition for Declaratory Order, pursuant to the Commission's notice of November 20, 2013. Public Counsel respectfully recommends that the Commission either (1) issue a Declaratory Order confirming that the Company's practice of including a "past due" notice in its billing statement fails to comply with WAC 480-100-128(6) governing disconnection notices, or (2) deny PacifiCorp's request for a Declaratory Order finding that the Company's practice of issuing the first notice with its billing statements is in compliance with the rules. Public Counsel is very concerned about the disconnection and billing practices presented in PacifiCorp's Petition and believes the issues warrant further Commission review.

**I.       THE COMMISSION'S RULES**

2           Customers deserve clear and efficient notice when they are in danger of being disconnected. The notice must clearly communicate the past due amount that must be paid to avoid disconnection and the date on which a utility will disconnect service for nonpayment. WAC 480-100-128(6) contains specific steps a utility must take before it disconnects service for nonpayment, including two disconnection notices with specific timing and content requirements and options regarding whether the second notice is conducted in writing or by telephone. The existing rule was promulgated in Docket UE-990473, which was conducted as a result of Governor Gary Locke's Executive Order 97-02. Governor Locke directed agencies to revise

rules and regulations using several criteria including necessity, reasonableness, clarity, and effectiveness.<sup>1</sup>

3           WAC 480-100-178 contains the requirements for utility billing statements. Under WAC  
480-100-178, a utility must show all amounts owing, so the billing statement will present a  
statement of the account and will include any past-due amount along with current charges.  
However, it does not necessarily follow, as PacifiCorp argues, that a separate disconnection  
notice is not required or desirable. Public Counsel's reading of the two rules is that they  
contemplate two distinct and separate processes, and that disconnection notice shall be provided  
separately from the billing statement.

## **II. PACIFICORP'S PRACTICE OF INCLUDING A "PAST DUE" NOTICE ON ITS BILLING STATEMENT DOES NOT COMPLY WITH WAC 480-100-128(6)**

4           While WAC 480-100-128(6)(a) requires a utility to provide a "disconnection notice" to  
its customers prior to disconnecting service for nonpayment, PacifiCorp provides its customers  
with a "past due" notice. The "past due" notice is combined with a regular billing statement and  
does not provide clear and effective notice to the customer regarding pending disconnection.  
WAC 480-100-128(6) contemplates "disconnection" notices, not "past due" notices, and a past  
due notice is not the functional equivalent to a disconnection notice.

5           PacifiCorp's "past due" notice does not tell the customer that it will disconnect the  
customer on a specific date if the customer fails to pay the past due amount. Instead, the bill  
states that payment must be received by a certain date to "avoid shut-off." It is unclear when the  
disconnection will occur if the customer fails to pay. As a result, PacifiCorp's practice fails to  
comply with the Commission's rule.

6           Moreover, PacifiCorp's practice is confusing. While neither WAC 480-100-128(6) or  
WAC 480-100-178 expressly state that a utility is prohibited from including a disconnection

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<sup>1</sup> *In re the Rulemaking Proceeding on Chapters 480-90 and 480-100 WAC--Rules Related to Electricity and Natural Gas Companies*, Docket Nos. UG-990294, UE-990473, Memo re Issues in Dockets UG-990294 and UE-990473, pp. 2-3, (August 20, 1999).

notice with its billing statement, the intent of these rules is to provide clear and effective notice. Clear and effective notice is lacking when both the disconnection notice and the regular billing statement are combined into one document as PacifiCorp does.

7           The two rules at issue here contemplate two separate procedures, timelines, and notice to customers. WAC 480-100-128(6)(a)(i) requires that disconnection notices include a clear disconnection date that is not less than eight business days from the mailing date (or eleven business days if mailed outside of Washington, Oregon or Idaho). The rule further specifies that this disconnection notice include all relevant information about the disconnection action, including the cause, amount owed, and how to avoid disconnection.<sup>2</sup> WAC 480-100-178(2) sets forth a different timeline for billing statements, requiring that the due date for bills must be no sooner than fifteen days from mailing (or eighteen days if mailed outside of Washington, Oregon, or Idaho).

### III. PACIFICORP'S BILLING STATEMENTS ARE IN VIOLATION OF WAC 480-100-178(2)

8           The sample billing statements provided with PacifiCorp's Petition as Attachment A and B indicate that the Company is violating the rule requirement that bills shall be due no sooner than fifteen days after the mailing date. The "due date" shown at the top of the bill is only eleven days after the "billing date."<sup>3</sup> This is a clear violation of WAC480-100-178(2). The Company appears to be showing the earlier "disconnection date" rather than the billing due date required by WAC 480-100-178. Further, the amount shown at the top of the bill is the full amount, including both past due amounts and new charges. While there is a "reminder" statement regarding the current charges being due on a later due date, this appears in smaller print in the middle of the bill.

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<sup>2</sup> WAC 480-100-128(6)(a)(ii).

<sup>3</sup> It is not clear if PacifiCorp's bills are mailed on the "billing date" shown on the billing statement, or subsequently such as the following day or business day. Regardless, the sample bill shows the "due date" (August 23, 2013) as being only eleven calendar days from the "billing date" (August 12, 2013).

9 PacifiCorp's practices are in violation of the Commission's rules and provide confusing and unclear information to customers. The clear message of the sample bill is that the customer should pay \$238 by August 23, 2013, as shown at the top of the bill. However, by rule, the new charges of \$143 should be due no sooner than August 27, 2013.<sup>4</sup> By providing two different "due dates" and also failing to provide a clear "disconnection date," the customer receives confusing and conflicting messages regarding how much they owe, how much must be paid to avoid disconnection, and when they would be disconnected.

10 In some respects, that PacifiCorp's practice causes confusion is not surprising. The Commission's rules address two very different purposes: (1) informing customers of potential disconnection in WAC 480-100-128(6) and (2) providing customers with clear and accurate billing statements in WAC 480-100-178. The rules clearly contemplate two separate processes and timelines for these two distinct purposes. The Company creates confusion by attempting to combine the disconnection notice with the billing statement.

**IV. UTC CUSTOMER COMPLAINT NUMBER 117898 PROVIDES AN EXAMPLE OF WHY PACIFICORP'S PRACTICE IS HARMFUL TO CUSTOMERS AND SHOULD NOT BE ENDORSED BY THE COMMISSION**

11 PacifiCorp complains that combining its "past due" notice with its billing statements became an issue as a result of one customer complaint received by the Commission's Consumer Protection staff.<sup>5</sup> A redacted copy of the billing statements and second notices involved in the customer complaint, UTC Complaint Number 117898, are attached hereto as Attachment 1.<sup>6</sup> PacifiCorp does not allege that the notices involved in Complaint Number 117898 were unusual, abnormal, or otherwise outside of the Company's normal practice. Review of the billing

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<sup>4</sup> This timeline assumes that the mailing date is the "billing date," shown as August 12, 2013. In addition, it assumes the bill is mailed in Washington, Oregon, or Idaho. The sample bill actually includes two different addresses for PacifiCorp, one in Utah and one in Oregon, so it is unclear from where the bills originate and are mailed.

<sup>5</sup> Petition at ¶¶ 15-16.

<sup>6</sup> A full copy of UTC Complaint Number 117898 is maintained as an agency record by the UTC. Public Counsel obtained a copy of the complaint through a public disclosure request and redacts the Customer's name, address, and account number from the documents in Attachment 1 to protect the Customer's privacy.

statements and second notices demonstrates that PacifiCorp is providing ineffective notice by using a “past due” notice on its billing statement.

12 The bills and notices provided in Complaint Number 117898 are from March 2013 through July 2013. The first combined notice and billing statement is dated March 5, 2013 and shows a “past due” amount of \$500.<sup>7</sup> The new charges listed on that bill include the past due amount, and a closer read of the bill shows that the past due amount was the deposit amount. This raises several questions, including why the deposit was not paid before service was re-established and why a new charge would be past due. The statement contained two different dates (March 18, 2013 and March 21, 2013) by which amounts were ostensibly due. The bill contained both of the following statements: “Your Electric Service Past Due Amount of \$500 must be received by March 18, 2013 to avoid shut-off” and “Remember: Your new charges of \$526.50 are still due by March 21, 2013.” If the customer paid both the \$500 amount on March 18 and the \$526.50 amount on March 21, the customer would have overpaid by \$500.

13 In several instances throughout the bills and notices in Complaint Number 117898, it is nearly impossible to determine how much the customer owes and how much is required to be paid to avoid disconnection. For example, the April 2, 2013 billing statement shows an amount of \$449.36 as the “amount due,” the past due amount as being either \$500 or \$226.50, and new charges in the amount of \$222.86. The April 2, 2013 bill contains two different due dates and three different amounts being due. It further confuses how much is actually past due.

14 As shown in Complaint Number 117898, neither the combined billing statement and past due notices, nor the second notices prominently use the terms “disconnection” or “disconnection notice.”<sup>8</sup> Both documents contain the statement: “YOU CAN AVOID SHUT OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one

<sup>7</sup> This bill was the “opening bill” for this account.

<sup>8</sup> For example, see the combined billing statement and past due notice dated March 5, 2013, and the notice dated March 11, 2013 in Attachment 1 to this Response. By “second notice” Public Counsel is referring to the notice required by WAC 480-100-128(6)(d).

of the following steps by [Date].” It appears in the middle of the second page of the combined billing statement and past due notice. It appears in the middle of the first page of the second notice. In both instances, the print is small, albeit bolded. In context of the other confusing and conflicting information contained in the documents, this statement does not cure the deficiencies of PacifiCorp’s notice or the violations of rule.

15           Additionally, PacifiCorp’s second notice contains a statement in small print: “As of the mailing of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.”<sup>9</sup> Stated simply, the second notice appears as a billing statement, and not the type of disconnection notice contemplated by the Commission’s rule.

16           It is clear from the example in Complaint Number 117898 that PacifiCorp’s practice of combining a “past due” notice with its billing statement does not provide the first disconnection notice required by WAC 480-100-128(6). PacifiCorp’s practice appears to also violate WAC 480-100-178(2) because it lists the current charges as being due on the earlier disconnection date (eight business days if mailed from Washington, Oregon, or Idaho) instead of the minimum fifteen days required under WAC 480-100-178.

17           Because the “past due” notice is ineffective and fails to comply with the Commission’s rule, the notice is void, which also voids the second notice.<sup>10</sup> PacifiCorp’s second notice also has issues that call for improvement, such as the appearance being too similar to a regular billing statement and the lack of prominent use of the terms “notice” or “disconnection notice.”

**V.      PACIFICORP’S UNSUBSTANTIATED CLAIMS OF MATERIAL COST INCREASES DO NOT SUPPORT GRANTING THEIR PETITION**

18           PacifiCorp in its Petition asserts that providing a notice separate from a customer’s billing statement will require an investment of \$1.1 million in software and will increase printing

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<sup>9</sup> Attachment 1, Notice dated March 11, 2013.

<sup>10</sup> See WAC 480-100-128(6)(b) and WAC 480-100-128(6)(d).

and postage expenses by \$200,000.<sup>11</sup> PacifiCorp has failed to provide evidence of either expense.

19 With regard to the software investment, it is unclear why such expenditure would be required. PacifiCorp already has the ability to print a stand-alone notice, as evidence by the second notice provided to the customer in Complaint Number 117898. With respect to the increased printing and postage expense, separating the notice from the billing statement will have some impact on these expenses, but more information is needed with respect to the assumptions and price components before an amount can be conclusively calculated. In any event, the issue of whether PacifiCorp will incur expenses to separate the notice from the billing statement is not dispositive of whether the Commission's rules require separate disconnection notices, and those expenses are better addressed during a proceeding in which the Company seeks to include them in rates. Moreover, PacifiCorp's current practice of combining a past due notice with a billing statement is not adequate and must be changed.

## VI. CONCLUSION

20 The Commission regulates investor-owned utilities under a public interest standard.<sup>12</sup> It is well within the public interest that customers receive clear communication from a utility when their service is in danger of being disconnected. When a utility fails to provide that clear communication, its practices are not in the public interest and fail to comply with the Commission's requirements.

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<sup>11</sup> Petition at ¶ 1.

<sup>12</sup> RCW 80.01.040.

21 In this matter, PacifiCorp is requesting that the Commission declare that its practices of using a “past due” notice that is combined with its billing statement complies with the requirements of WAC 480-100-128(6)(a). For the reasons discussed above, Public Counsel urges the Commission to reject the Company’s request and/or declare that the practice is in violation of the Commission’s rules.

22 Dated this 6<sup>th</sup> day of December, 2013.

ROBERT W. FERGUSON  
Attorney General



LISA W. GAFKEN  
Assistant Attorney General  
Public Counsel Division



PACIFIC POWER

MI  
YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: Mar 5, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: Mar 18, 2013  
AMOUNT DUE: \$526.50

Opening Bill

ACCOUNT PAST DUE

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

Your Balance With Us

Previous Account Balance	0.00
Payments/Credits	0.00
Past Due Amount	500.00
New Charges	+526.50
Current Account Balance	\$ 526.50

You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of \$500.00 must be received by Mar 18, 2013 to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

Remember: Your New Charges of \$526.50 are still due by Mar 21, 2013.

Effective Feb. 12, 2013, the Washington Utilities and Transportation Commission approved the company's request to change the Renewable Energy Credit to zero. Your bill may reflect a Renewable Energy Credit for a partial month.

If you find yourself in a position in which you are not able to pay your electric bills, we encourage you to contact us at 1-888-221-7070. We have a variety of options to help.

Payments Received

No payments have been received since your last billing statement.

Detailed Account Activity

ITEM 1 - ELECTRIC SERVICE

Yakima WA  
residence service 16

NEW CHARGES - 02/13	UNITS	COST PER UNIT	CHARGE
Reconnect Charge -office Hours (Washington State Utility Tax \$0.97)			25.00
City Utility Tax		0.0200000	0.50
City Utility Tax		0.0400000	1.00
Total New Charges			26.50

See reverse

Write account number on check & mail to: Pacific Power, 1033 NE 6th Ave, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

PACIFIC POWER

PO BOX 25308  
SALT LAKE CITY UT 84125

ACCOUNT PAST DUE

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?  
Check here & provide information on back.

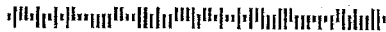
Account Number: 9  
Date Due: Mar 18, 2013

AMOUNT DUE: \$526.50

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

26935 01 AV 0.360 111-0



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YAKIMA WA 98901-3667

WRITE ACCOUNT NUMBER  
ON CHECK & MAIL TO:

PACIFIC POWER  
1033 NE 6TH AVE  
PORTLAND OR  
97256-0001

H 96641269 004 415 000052650 000050000 000002650

BILLING DATE: **Mar 5, 2013** ACCOUNT NUMBER: **9** DATE DUE: **Mar 18, 2013** AMOUNT DUE: **\$526.50**

**ITEM 2 - DEPOSIT**

Yakima WA  
Residence Schedule 300

NEW CHARGES - 02/13	UNITS	COST PER UNIT	CHARGE
Service Deposits		0.0026000	500.00
<b>Total New Charges</b>			<b>500.00</b>

**THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (\$) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:**

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
Deposit	Residence Yakima, WA 98901-3667	\$500.00

**YOU CAN AVOID SHUT-OFF:** Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Mar 18, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF **(\$15)** may be made if it is necessary to send Company personnel to your premises for collection purposes.

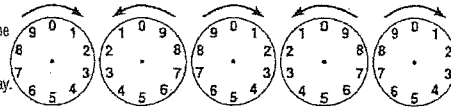
**IMPORTANT:** If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. **(\$25)** and 4 p.m. to 7 p.m. **(\$50)**, weekends and holidays from 8 a.m. to 7 p.m. **(\$75)**. The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

**WINTER PAYMENT PLAN:** Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: **9**

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER

11/11/11 10:00 AM



Questions about your bill: Call toll free 1-888-221-7070 [www.pacificpower.net](http://www.pacificpower.net)

BILLING DATE: **Mar 5, 2013** ACCOUNT NUMBER: 9

DATE DUE: **Mar 18, 2013** AMOUNT DUE: **\$526.50**

Blue Mountain Action Council (509)529-4980  
OIC of Washington (509)248-6751  
Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you would like to opt out of this program and continue processing your payment as a check transaction, please call anytime toll free at 1-800-895-0561. If you have opted out previously, please disregard this message.

Contact us at 1-888-221-7070 to enroll in the fixed donation program. You can add an amount you choose to your monthly bills in order to help your neighbors in need with assistance on their electric bills. Donations are tax-deductible.

**Go paperless!**

Paperless billing saves time, reduces clutter and benefits the environment. Watch our "Trees Have Dreams" video and sign up at [pacificpower.net/paperless](http://pacificpower.net/paperless).

**Looking for other ways to pay?**

Pay online using your bank account. Log on to [pacificpower.net](http://pacificpower.net) to pay your bills quickly and securely. Or, for a fee, pay by phone with a check, credit or debit card by calling 1-800-672-2403.



Questions about your bill: Call toll free 1-888-221-7070 [www.pacificpower.net](http://www.pacificpower.net)

BILLING DATE: Mar 5, 2013

ACCOUNT NUMBER: 9

DATE DUE: Mar 18, 2013

AMOUNT DUE: \$526.50

11/10/10 10:10:10 AM



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YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

PAGE 1 OF 2

BILLING DATE: Mar 11, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: Mar 18, 2013  
AMOUNT DUE: \$500.00

As of the mailing date of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.

Looking for other ways to pay?  
For free payment options, including our online payment program, visit [pacificpower.net](http://pacificpower.net). Or for a fee, use our pay by phone option by calling toll free 1-800-672-2403

### You Must Act Now to Avoid Shut-Off!

### Remember

Your Electric Service Past Due Amount of \$500.00 must be received by Mar 18, 2013, to avoid shut-off.

To bring your account current, you need to pay charges of \$226.50, which were detailed on your last monthly statement.

Other ways to avoid Shut-off are shown at the end of this billing statement

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 2 Deposit	akima, WA 98901-3667 Residence	\$500.00

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Mar 18, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

Write account number on check & mail to: Pacific Power, 1033 NE 6th Ave, Portland, OR 97256-0001

See reverse RETAIN THIS PORTION FOR YOUR RECORDS. RETURN THIS PORTION WITH YOUR PAYMENT.

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.



Change of Mailing Address or Phone?  
Check here & provide information on back

Account Number: 9  
Date Due: Mar 18, 2013

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

AMOUNT DUE: \$500.00

PACIFIC POWER  
1033 NE 6TH AVE  
PORTLAND OR  
97256-0001

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

21357 01 AV 0.360 90-0



MI

YAKIMA WA 98901-3667

H 96641269 004 410 000050000

BILLING DATE: Mar 11, 2013 ACCOUNT NUMBER: 9

DATE DUE: Mar 18, 2013 AMOUNT DUE: \$500.00

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

**IMPORTANT:** If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

**WINTER PAYMENT PLAN:** Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

- Blue Mountain Action Council (509)529-4980
- OIC of Washington (509)248-6751
- Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

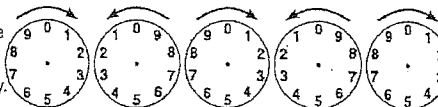
Please contact us at 1-888-221-7070 to learn more.

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: 9

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER

Vertical barcode or tracking information on the right edge of the page.

**PACIFIC POWER**

M  
YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: **Apr 2, 2013**  
ACCOUNT NUMBER: **91**  
DATE DUE: **Apr 15, 2013**  
AMOUNT DUE: **\$449.36**

**ACCOUNT PAST DUE**

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

**Your Balance With Us**

Previous Account Balance	526.50
Payments/Credits	-300.00
Past Due Amount	226.50
New Charges	+222.86
Current Account Balance	\$ 449.36

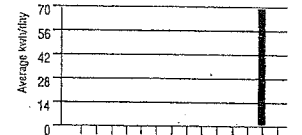
**You Must Act Now to Avoid Shut-Off!**

Your Electric Service Past Due Amount of **\$500.00** must be received by **Apr 15, 2013** to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

**Remember:** Your New Charges of **\$222.86** are still due by **Apr 18, 2013.**

**Historical Data - ITEM 1**



2012 A M J J A S O N D J F M A 2013

**Your Average Daily kwh Usage by Month**

PERIOD ENDING	APR 2013	APR 2012
Avg. Daily Temp.	45	42
Total kwh	2433	0
Avg. kwh per Day	70	0
Cost per Day	\$6.37	\$0.00

If you find yourself in a position in which you are not able to pay your electric bills, we encourage you to contact us at 1-888-221-7070. We have a variety of options to help.

Know a friend or relative who could use a little help paying their energy bill? You can make a gift payment on their account. Just call us toll free at 1-888-221-7070, or visit pacificpower.net/gift to find out more.

**Payments Received**

DATE	DESCRIPTION	AMOUNT
Mar 8, 2013	Payment from Agency - Thank you	300.00
<b>Total Payments</b>		<b>\$ 300.00</b>

**Detailed Account Activity**

**ITEM 1 - ELECTRIC SERVICE**

Yakima WA  
Residence Schedule 16

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
			Previous	Current		
66524927	Feb 25, 2013 Apr 1, 2013	35	60223	62656	1.0	2,433 kwh

Next scheduled read date: 04-30. Date may vary due to scheduling or weather.

See reverse

Write account number on check & mail to: Pacific Power, 1033 NE 6th Ave, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

**PACIFIC POWER**

PO BOX 25308  
SALT LAKE CITY UT 84125

**ACCOUNT PAST DUE**

Change of Mailing Address or Phone?  
Check here & provide information on back.

Account Number: **9**

Date Due: **Apr 15, 2013**

AMOUNT DUE: **\$449.36**

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

PACIFIC POWER  
1033 NE 6TH AVE  
PORTLAND OR  
97256-0001

24354 01 AV 0.360 80-0



M

YAKIMA WA 98901-3667

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070



Questions about your bill: Call toll free 1-888-221-7070 www.pacificpower.net

BILLING DATE: **Apr 2, 2013** ACCOUNT NUMBER: **9** DATE DUE: **Apr 15, 2013** AMOUNT DUE: **\$449.36**

NEW CHARGES - 04/13	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase for 35 day(s)			7.00
Energy Charge Block 1 for 35 day(s)	700 kwh	0.0626600	43.86
Energy Charge Block 2 for 35 day(s)	1,733 kwh	0.0973300	168.67
Bill Assistance Program for 35 day(s)			0.74
B P A Columbia River Benefits for 35 day(s) (Washington State Utility Tax \$8.12)	2,433 kwh	-0.0041000	-9.98
City Utility Tax		0.0200000	4.19
City Utility Tax		0.0400000	8.38
<b>Total New Charges</b>			<b>222.86</b>

**ITEM 2 - DEPOSIT**

Residence Schedule 300 Yakima WA

**Total New Charges** 0.00

**THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:**

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
Deposit	Residence, WA 98901-3667	\$500.00

**YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Apr 15, 2013.**

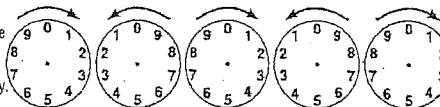
1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER





BILLING DATE: Apr 2, 2013 ACCOUNT NUMBER: 91 DATE DUE: Apr 15, 2013 AMOUNT DUE: \$449.36

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

**IMPORTANT:** If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

**WINTER PAYMENT PLAN:** Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

Blue Mountain Action Council (509)529-4980  
OIC of Washington (509)248-6751  
Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you would like to opt out of this program and continue processing your payment as a check transaction, please call anytime toll free at 1-800-895-0561. If you have opted out previously, please disregard this message.

Contact us at 1-888-221-7070 to enroll in the fixed donation program. You can add an amount you choose to your monthly bills in order to help your neighbors in need with assistance on their electric bills. Donations are tax-deductible.

**Go paperless!**

Paperless billing saves time, reduces clutter and benefits the environment. Watch our "Trees Have Dreams" video and sign up at [pacificpower.net/paperless](http://pacificpower.net/paperless).

**Looking for other ways to pay?**

Pay online using your bank account. Log on to [pacificpower.net](http://pacificpower.net) to pay your bills quickly and securely. Or, for a fee, pay by phone with a check, credit or debit card by calling 1-800-672-2403.





M

YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

PAGE 1 OF 2

BILLING DATE: Apr 8, 2013

ACCOUNT NUMBER: 9

DATE DUE: Apr 15, 2013

AMOUNT DUE: \$226.50

As of the mailing date of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.

Looking for other ways to pay?  
For free payment options, including our online payment program, visit [pacificpower.net](http://pacificpower.net). Or for a fee, use our pay by phone option by calling toll free 1-800-672-2403

### You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of \$500.00 must be received by Apr 15, 2013, to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

### Remember

To bring your account current, you need to pay charges of \$449.36, which were detailed on your last monthly statement.

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 2 Deposit	akima, WA 98901-3667 Residence	\$500.00

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Apr 15, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

Write account number on check & mail to: Pacific Power, 1033 NE 6th Ave, Portland, OR 97256-0001

See reverse RETAIN THIS PORTION FOR YOUR RECORDS. RETURN THIS PORTION WITH YOUR PAYMENT.

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.



PO BOX 25308  
SALT LAKE CITY UT 84125

Change of Mailing Address or Phone?  
Check here & provide information on back

Account Number: 9

Date Due: Apr 15, 2013

AMOUNT DUE: \$226.50

WRITE ACCOUNT NUMBER  
ON CHECK & MAIL TO:

PACIFIC POWER  
1033 NE 6TH AVE  
PORTLAND OR  
97256-0001

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

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YAKIMA WA 98901-3667

H 96641269 004 417 000022650



Questions about your bill: Call toll free 1-888-221-7070 www.pacificpower.net

BILLING DATE: Apr 8, 2013 ACCOUNT NUMBER: 91 DATE DUE: Apr 15, 2013 AMOUNT DUE: \$226.50

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

IMPORTANT: If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

WINTER PAYMENT PLAN: Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

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OIC of Washington (509)248-6751
Northwest Community Action Center (509)865-7630

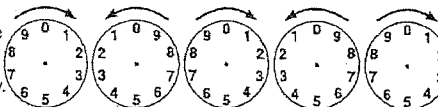
You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 91

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER

**PACIFIC POWER**

M  
YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: May 1, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: May 14, 2013  
AMOUNT DUE: \$644.80

**ACCOUNT PAST DUE**

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

**Your Balance With Us**

Previous Account Balance	449.36
Payments/Credits	0.00
Past Due Amount	449.36
New Charges	+195.44
Current Account Balance	\$ 644.80

**You Must Act Now to Avoid Shut-Off!**

Your Electric Service Past Due Amount of \$500.00 must be received by **May 14, 2013** to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

**Remember:** Your New Charges of \$195.44 are still due by **May 17, 2013.**

**Payments Received**

No payments have been received since your last billing statement.

**Detailed Account Activity**

**ITEM 1 - ELECTRIC SERVICE**

Yakima WA  
residence Schedule 16

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
66524927	Apr 1, 2013	Apr 30, 2013	29	62656	64786	1.0	2,130 kwh

Next scheduled read date: 05-30. Date may vary due to scheduling or weather.

**NEW CHARGES - 05/13**

	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			6.00
Energy Charge Block 1	600 kwh	0.0626600	37.60
Energy Charge Block 2	1,530 kwh	0.0973300	148.91
Bill Assistance Program			0.63

See reverse

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

**PACIFIC POWER**

PO BOX 25308  
SALT LAKE CITY UT 84125

**ACCOUNT PAST DUE**

**Late Payment Charge for Washington**  
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?  
Check here & provide information on back.

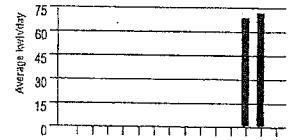
Account Number: 9f  
Date Due: May 14, 2013

AMOUNT DUE: \$644.80

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

**Historical Data - ITEM 1**



2012 M J J A S O N D J F M A M 2013

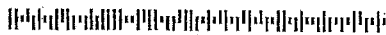
**Your Average Daily kwh Usage by Month**

PERIOD ENDING	MAY 2013	MAY 2012
Avg. Daily Temp.	51	51
Total kwh	2130	0
Avg. kwh per Day	73	0
Cost per Day	\$6.74	\$0.00

Please note, as of April 19, we have a new payment mailing address. Our new address is PO Box 26000, Portland, OR 97256-0001.

If you find yourself in a position in which you are not able to pay your electric bills, we encourage you to contact us at 1-888-221-7070. We have a variety of options to help.

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YAKIMA WA 98901 3667

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001



Questions about your bill: Call toll free 1-888-221-7070 www.pacificpower.net

BILLING DATE: May 1, 2013 ACCOUNT NUMBER: 9 DATE DUE: May 14, 2013 AMOUNT DUE: \$644.80

NEW CHARGES - 05/13- CONTINUED	UNITS	COST PER UNITS	CHARGE
B P A Columbia River Benefits (Washington State Utility Tax \$7.12)	2,130 kwh	-0.0041000	-8.73
City Utility Tax		0.0200000	3.68
City Utility Tax		0.0400000	7.35
<b>Total New Charges</b>			<b>195.44</b>

ITEM 2 - DEPOSIT	ima WA Residence Schedule 300	
<b>Total New Charges</b>		<b>0.00</b>

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
Deposit	ima, WA 98901-3667 residence	\$500.00

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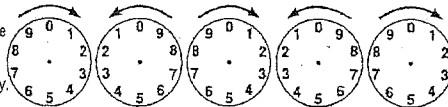
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**New Mailing Address or Phone?**

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If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER

Vertical text on the right edge of the page.



Questions about your bill: Call toll free 1-888-221-7070 . [www.pacificpower.net](http://www.pacificpower.net)

PAGE 3 OF 4

BILLING DATE: **May 1, 2013** ACCOUNT NUMBER: **9** DATE DUE: **May 14, 2013** AMOUNT DUE: **\$644.80**

weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

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Northwest Community Action Center (509)865-7630

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Please contact us at 1-888-221-7070 to learn more.

Know a friend or relative who could use a little help paying their energy bill? You can make a gift payment on their account. Just call us toll free at 1-888-221-7070, or visit [pacificpower.net/gift](http://pacificpower.net/gift) to find out more.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you would like to opt out of this program and continue processing your payment as a check transaction, please call anytime toll free at 1-800-895-0561. If you have opted out previously, please disregard this message.

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**Looking for other ways to pay?**

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MI

YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: May 7, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: May 14, 2013  
AMOUNT DUE: \$449.36

As of the mailing date of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.

Looking for other ways to pay?  
For free payment options, including our online payment program, visit [pacificpower.net](http://pacificpower.net). Or for a fee, use our pay by phone option by calling toll free 1-800-672-2403

**You Must Act Now to Avoid Shut-Off!**

Your Electric Service Past Due Amount of \$500.00 must be received by May 14, 2013, to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

**Remember**

To bring your account current, you need to pay charges of \$644.80, which were detailed on your last monthly statement.


THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 2 Deposit	Residence, WA 98901-3667	\$500.00

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by May 14, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

See reverse   
RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.



PO BOX 25308  
SALT LAKE CITY UT 84125

Change of Mailing Address or Phone?  
Check here & provide information on back

WRITE ACCOUNT NUMBER  
ON CHECK & MAIL TO:

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001

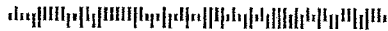
Account Number: 9  
Date Due: May 14, 2013

AMOUNT DUE: \$449.36

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

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YAKIMA WA 98901-3667



Questions about your bill: Call toll free 1-888-221-7070 www.pacificpower.net

BILLING DATE: May 7, 2013 ACCOUNT NUMBER: 9 DATE DUE: May 14, 2013 AMOUNT DUE: \$449.36

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

IMPORTANT: If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

WINTER PAYMENT PLAN: Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

- Blue Mountain Action Council (509)529-4980
OIC of Washington (509)248-6751
Northwest Community Action Center (509)865-7630

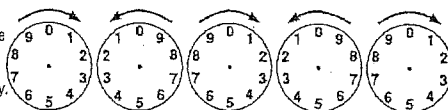
You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

New Mailing Address or Phone?

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER

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**PACIFIC POWER**

M  
YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: **May 31, 2013**  
ACCOUNT NUMBER: **9**  
DATE DUE: **Jun 13, 2013**  
AMOUNT DUE: **\$827.46**

**ACCOUNT PAST DUE**

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

**Your Balance With Us**

Previous Account Balance	644.80
Payments/Credits	0.00
<b>Past Due Amount</b>	<b>500.00</b>
New Charges	+182.66
<b>Current Account Balance</b>	<b>\$ 827.46</b>

**You Must Act Now to Avoid Shut-Off!**  
Your Electric Service Past Due Amount of **\$500.00** must be received by **Jun 13, 2013** to avoid shut-off.  
Other ways to avoid Shut-off are shown at the end of this billing statement

**Remember:** Your New Charges of **\$182.66** are still due by **Jun 18, 2013.**

**Payments Received**

No payments have been received since your last billing statement.

**Detailed Account Activity**

**ITEM 1 - ELECTRIC SERVICE**


Yakima WA  
Residence Schedule 16

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
			Previous	Current		
66524927	Apr 30, 2013 May 30, 2013	30	64786	66772	1.0	1,986 kwh

Next scheduled read date: 06-28. Date may vary due to scheduling or weather.

**NEW CHARGES - 06/13**

	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			6.00
Energy Charge Block 1	600 kwh	0.0626600	37.60
Energy Charge Block 2	1,386 kwh	0.0973300	134.90
Bill Assistance Program			0.63

See reverse 

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

**PACIFIC POWER**

PO BOX 25308  
SALT LAKE CITY UT 84125

**ACCOUNT PAST DUE**

Change of Mailing Address or Phone?  
Check here & provide information on back.

Account Number: **9**  
Date Due: **Jun 13, 2013**

AMOUNT DUE: **\$827.46**

22840 01 AV 0.360 89-0



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YAKIMA WA 98901-3667

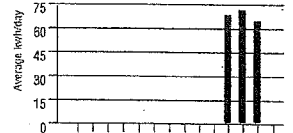
WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

**Historical Data - ITEM 1**



2012 J J A S O N D J F M A M J 2013

**Your Average Daily kwh Usage by Month**

PERIOD ENDING	JUN 2013	JUN 2012
Avg. Daily Temp.	60	57
Total kwh	1986	0
Avg. kwh per Day	66	0
Cost per Day	\$6.04	\$0.00

Want to explore a wind farm, visit a solar project and learn more about renewable energy? Visit [pacificpower.net/tour](http://pacificpower.net/tour) for information.

If you find yourself in a position in which you are not able to pay your electric bills, we encourage you to contact us at 1-888-221-7070. We have a variety of options to help.



Questions about your bill: Call toll free 1-888-221-7070 www.pacificpower.net

BILLING DATE: **May 31, 2013** ACCOUNT NUMBER: **91** DATE DUE: **Jun 13, 2013** AMOUNT DUE: **\$827.46**

NEW CHARGES - 05/13- CONTINUED	UNITS	COST PER UNITS	CHARGE
B P A Columbia River Benefits (Washington State Utility Tax \$6.60)	1,986 kwh	-0.0041000	-8.14
City Utility Tax		0.0200000	3.41
City Utility Tax		0.0400000	6.81
Late Payment Charge		0.0100000	1.45
<b>Total New Charges</b>			<b>182.66</b>

ITEM 2 - DEPOSIT	Residence Schedule 300 /akima WA	
<b>Total New Charges</b>		<b>0.00</b>

**THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (\$) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:**

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
Deposit	akima, WA 98901-3667 Residence	\$500.00

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1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

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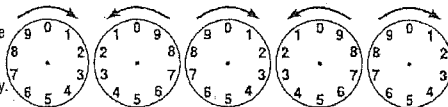
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**IMPORTANT:** If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION

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ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

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ZIP

TELEPHONE NUMBER



BILLING DATE: **May 31, 2013** ACCOUNT NUMBER: **9**

DATE DUE: **Jun 13, 2013** AMOUNT DUE: **\$827.46**

**CHARGE.** If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

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OIC of Washington (509)248-6751  
Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

Please contact us at 1-888-221-7070 to learn more.

Here is how we performed on our Customer Service Guarantees from January 2012 to December 2012: Restoring power - 100%, keeping appointments - 99.8%, switching on power - 99.9%, estimates - 98.8%, responding to billing inquiries - 99.8%, responding to meter problems - 99.9%, notification of planned interruptions - 99.9%. Overall guarantee performance remains above 99%, reflecting our continuing commitment to your satisfaction. For more information about our Customer Guarantee program, visit us online at [pacificpower.net/guarantees](http://pacificpower.net/guarantees).

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you would like to opt out of this program and continue processing your payment as a check transaction, please call anytime toll free at 1-800-895-0561. If you have opted out previously, please disregard this message.

Contact us at 1-888-221-7070 to enroll in the fixed donation program. You can add an amount you choose to your monthly bills in order to help your neighbors in need with assistance on their electric bills. Donations are tax-deductible.

**Go paperless!**

Paperless billing saves time, reduces clutter and benefits the environment. Watch our "Trees Have Dreams" video and sign up at [pacificpower.net/paperless](http://pacificpower.net/paperless).

**Looking for other ways to pay?**

Pay online using your bank account. Log on to [pacificpower.net](http://pacificpower.net) to pay your bills quickly and securely. Or, for a fee, pay by phone with a check, credit or debit card by calling 1-800-672-2403.





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YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

PAGE 1 OF 2

BILLING DATE: Jun 6, 2013  
ACCOUNT NUMBER: 91  
DATE DUE: Jun 13, 2013  
AMOUNT DUE: \$500.00

As of the mailing date of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.

Looking for other ways to pay?  
For free payment options, including our online payment program, visit [pacificpower.net](http://pacificpower.net). Or for a fee, use our pay by phone option by calling toll free 1-800-672-2403

### You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of \$500.00 must be received by Jun 13, 2013, to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

### Remember

To bring your account current, you need to pay charges of \$827.46, which were detailed on your last monthly statement.


THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 2 Deposit	Residence a, WA 98901-3667	\$500.00

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Jun 13, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$500.00; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

See reverse   
RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.



Change of Mailing Address or Phone?  
Check here & provide information on back

Account Number: 91  
Date Due: Jun 13, 2013

WRITE ACCOUNT NUMBER  
ON CHECK & MAIL TO:

AMOUNT DUE: \$500.00

22014 01 AV 0.360 85-0



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YAKIMA WA 98901-3667

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

H 96641269 004 410 000050000

BILLING DATE: Jun 6, 2013 ACCOUNT NUMBER: 91

DATE DUE: Jun 13, 2013 AMOUNT DUE: \$500.00

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

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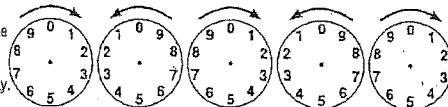
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Please contact us at 1-888-221-7070 to learn more.

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

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ZIP

TELEPHONE NUMBER

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**PACIFIC POWER**

M  
YAKIMA WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: Jul 1, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: Jul 15, 2013  
AMOUNT DUE: \$347.53

**ACCOUNT PAST DUE**

Our records indicate that your account is past due. If the past due amount has been paid, please remember that this bill also contains New Charges.

**Your Balance With Us**

Previous Account Balance	827.46
Payments/Credits	-644.00
Past Due Amount	183.46
New Charges	+164.07
Current Account Balance	\$ 347.53

**You Must Act Now to Avoid Shut-Off!**

Your Electric Service Past Due Amount of \$183.46 must be received by Jul 15, 2013 to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

**Remember:** Your New Charges of \$164.07 are still due by Jul 18, 2013.

**Payments Received**

DATE	DESCRIPTION	AMOUNT
Jun 13, 2013	Payment from Agency - Thank you	240.00
Jun 21, 2013	Payment Received - Thank you	404.00
<b>Total Payments</b>		<b>\$ 644.00</b>

**Detailed Account Activity**

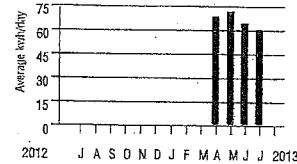
**ITEM 1 - ELECTRIC SERVICE**

Yakima WA  
residence Schedule 16

METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
			Previous	Current		
66524927	May 30, 2013 Jun 28, 2013	29	66772	68566	1.0	1,794 kwh

Next scheduled read date: 07-31. Date may vary due to scheduling or weather.

**Historical Data - ITEM 1**



Your Average Daily kwh Usage by Month

PERIOD ENDING	JUL 2013	JUL 2012
Avg. Daily Temp.	65	62
Total kwh	1794	0
Avg. kwh per Day	62	0
Cost per Day	\$5.59	\$0.00

Effective June 20, 2013, the Washington Commission approved an increase to the Low Income Surcharge. The surcharge is separately itemized on your statement. For energy savings tips visit pacificcorp.net/wattsmart.

Effective July 1, 2013, the Washington Commission approved a decrease to the Systems Benefit Charge. This charge is included in the 'Energy Charge' itemized on your bill. This bill may reflect charges at both old and new rates.

See reverse

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS.  
RETURN THIS PORTION WITH YOUR PAYMENT.

**PACIFIC POWER**  
PO BOX 25308  
SALT LAKE CITY UT 84125

**ACCOUNT PAST DUE**

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

23457 01 AV 0.360 82-0



M

YAKIMA WA 98901-3667

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001

**Late Payment Charge for Washington**  
A late payment charge of 1% may be charged on the delinquent balance per month.

Change of Mailing Address or Phone?  
Check here & provide information on back.

Account Number: 9  
Date Due: Jul 15, 2013

AMOUNT DUE: \$347.53

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

BILLING DATE: **Jul 1, 2013** ACCOUNT NUMBER: **9** DATE DUE: **Jul 15, 2013** AMOUNT DUE: **\$347.53**

NEW CHARGES - 07/13	UNITS	COST PER UNIT	CHARGE
Basic Charge - Single Phase			6.00
Energy Charge Block 1	600 kwh	0.0626600	37.60
Energy Charge Block 2	1,194 kwh	0.0973300	116.21
Bill Assistance Program for 9 day(s)			0.21
for 20 day(s)			0.43
B P A Columbia River Benefits (Washington State Utility Tax \$5.90)	1,794 kwh	-0.0041000	-7.36
City Utility Tax		0.0200000	3.05
City Utility Tax		0.0400000	6.10
Late Payment Charge		0.0100000	1.83
<b>Total New Charges</b>			<b>164.07</b>

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SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
Electric Service	Residence .na, WA 98901-3667	\$183.46

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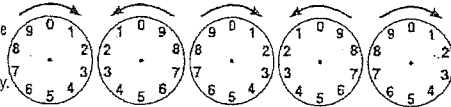
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ACCOUNT NUMBER: 9

LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

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ZIP

TELEPHONE NUMBER

1-800-562-6150

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BILLING DATE: Jul 1, 2013    ACCOUNT NUMBER: 9    DATE DUE: Jul 15, 2013    AMOUNT DUE: \$347.53

weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

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Please contact us at 1-888-221-7070 to learn more.

If you find yourself in a position in which you are not able to pay your electric bills, we encourage you to contact us at 1-888-221-7070. We have a variety of options to help.

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If you would like to opt out of this program and continue processing your payment as a check transaction, please call anytime toll free at 1-800-895-0561. If you have opted out previously, please disregard this message.

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M:  
YAKIMA.WA 98901-3667

Questions about your bill: 1-888-221-7070  
Call toll free 24 hours a day, 7 days a week  
www.pacificpower.net

BILLING DATE: Jul 8, 2013  
ACCOUNT NUMBER: 9  
DATE DUE: Jul 15, 2013  
AMOUNT DUE: \$183.46

As of the mailing date of this notice, we have not received your payment. Unless your delinquent balance is received in our office by the date shown, your electric service may be disconnected without further notice.

Looking for other ways to pay?  
For free payment options, including our online payment program, visit [pacificpower.net](http://pacificpower.net). Or for a fee, use our pay by phone option by calling toll free 1-800-672-2403

### You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of \$183.46 must be received by Jul 15, 2013, to avoid shut-off.

Other ways to avoid Shut-off are shown at the end of this billing statement

### Remember

To bring your account current, you need to pay charges of \$347.53, which were detailed on your last monthly statement.

THE ELECTRIC SERVICE AT THE FOLLOWING ADDRESS (ES) IS IN DANGER OF BEING DISCONNECTED DUE TO NON-PAYMENT. THE AMOUNT (S) LISTED BELOW DOES NOT REFLECT ENERGY ASSISTANCE PROGRAM PLEDGES YOU MAY BE RECEIVING:

SERVICE TYPE	SERVICE ADDRESS / SERVICE DESCRIPTION	AMOUNT
ITEM 1 Electric Service	akima, WA 98901-3667 residence	\$183.46

YOU CAN AVOID SHUT-OFF: Your Electric Service will be disconnected according to utility commission rules, unless you take one of the following steps by Jul 15, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$183.46; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENTS with Pacific Power; or
3. NOTIFY PACIFIC POWER OF A MEDICAL EMERGENCY in the home. If you qualify for a medical emergency, you will be required to submit both written certification from a qualified medical professional that shut-off would create or aggravate a medical condition for you or a member of your household and a minimum of 10% of your delinquent account balance within 5 business days. You will then be eligible for payment arrangements for the remaining account balance.

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

See reverse   
RETAIN THIS PORTION FOR YOUR RECORDS.   
RETURN THIS PORTION WITH YOUR PAYMENT.

Late Payment Charge for Washington  
A late payment charge of 1% may be charged on the delinquent balance per month.



Change of Mailing Address or Phone?  
Check here & provide information on back

Account Number: 9  
Date Due: Jul 15, 2013

WRITE ACCOUNT NUMBER  
ON CHECK & MAIL TO:

AMOUNT DUE: \$183.46

16956 01 AV 0.360 60-0



M:

YAKIMA WA 98901-3667

PACIFIC POWER  
PO BOX 26000  
PORTLAND OR  
97256-0001

Please enter the amount enclosed.

Questions about your bill:  
Call toll free 1-888-221-7070

H 96641269 004 418 000018346

BILLING DATE: Jul 8, 2013 ACCOUNT NUMBER: 9 DATE DUE: Jul 15, 2013 AMOUNT DUE: \$183.46

If after contacting Pacific Power, you feel that the decision to shut off your electric service is wrong, you may appeal to the Washington Utilities and Transportation Commission, whose toll-free telephone number is 1-800-562-6150, or you may write or go in to the Consumer Assistance Section, Utilities and Transportation Commission, Chandler Plaza building, 1300 Evergreen Park Drive South, Olympia, Washington 98504, Mail Stop FY-11.

A CHARGE OF (\$15) may be made if it is necessary to send Company personnel to your premises for collection purposes.

**IMPORTANT:** If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting services are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7 p.m. (\$75). The Company will make a reasonable attempt to switch on power for an Applicant or Customer within 24 hours after the Company is notified that all required charges have been paid and any required inspections are finalized.

**WINTER PAYMENT PLAN:** Qualifying income-eligible households may avoid termination of service or have service reconnected during the winter period of November 15 through March 15, by establishing a Winter Payment Plan. To find out if you are eligible for the Winter Payment Plan, please contact one of the Energy Assistance Agencies listed below:

- Blue Mountain Action Council (509)529-4980
- OIC of Washington (509)248-6751
- Northwest Community Action Center (509)865-7630

You will be required to certify your household income for the prior 12 months with the agency and apply for energy assistance and low-income weatherization services. The agency will determine if you are eligible for the Winter Payment Plan and notify Pacific Power. If eligible, you must agree to pay all amounts due, including future monthly charges, by the following October 15. The minimum monthly amount you will pay on the Winter Payment Plan during the winter months will be 7 percent of your monthly income, plus 1/12th of the current billing, although you may elect to pay a higher amount. Failure to make your minimum monthly payment may result in service being disconnected.

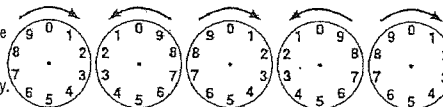
Please contact us at 1-888-221-7070 to learn more.

**New Mailing Address or Phone?**

Please print your new information below and check the box on the reverse side of this Payment Stub. Thank you.

ACCOUNT NUMBER: 9

If you feel your meter read is incorrect, draw lines where the hands appear on the dials or for digital meters record the numbers shown on the display.



LAST

FIRST

M.I.

NEW STREET ADDRESS

CITY

ST

ZIP

TELEPHONE NUMBER