

JOHN Q CUSTOMER
1234 MAIN ST
YAKIMA WA 12345-0001

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

BILLING DATE: **Aug 12, 2013**
ACCOUNT NUMBER: **12345678-001 0**
DATE DUE: **Aug 23, 2013**
AMOUNT DUE: **\$238.06**

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 | 94.72 |
| Payments/Credits | 0.00 |
| Past Due Amount | 94.72 |
| New Charges | +143.34 |

Current Account Balance \$238.06

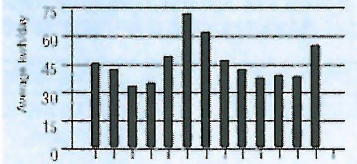
You Must Act Now to Avoid Shut-Off!

Your Electric Service Past Due Amount of **\$94.72** must be received by **Aug 23, 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 **\$143.34** are still due by **Aug 28, 2013.**

Historical Data - ITEM 3



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

Your Average Daily kWh Usage by Month

| PERIOD ENDING | AUG 2013 | AUG 2012 |
|------------------|----------|----------|
| Avg. Daily Temp. | 76 | 75 |
| Total kWh | 1685 | 1370 |
| Avg. kWh per Day | 56 | 46 |
| Cost per Day | \$4.75 | \$3.73 |

Payments Received

No payments have been received since your last billing statement

Detailed Account Activity

ITEM 1 -ELECTRIC SERVICE

1234 Main St Yakima WA
Residential Schedule 16

| METER NUMBER | SERVICE PERIOD From To | ELAPSED DAYS | METER READINGS | | METER MULTIPLIER | AMOUNT USED THIS MONTH |
|--------------|---------------------------|--------------|----------------|---------|------------------|------------------------|
| | | | Previous | Current | | |
| 12345678 | Jul 10, 2013 Aug 9, 2013 | 30 | 41712 | 43397 | 1.0 | 1,685 kWh |

Next scheduled read date: 08-02. Date may vary due to scheduling or weather.

NEW CHARGES - 08/13

| | UNITS | COST PER UNIT | CHARGE |
|-----------------------------|---------|---------------|--------|
| Basic Charge - Single Phase | | | 6.00 |
| Energy Charge Block 1 | 600 kWh | 0.0623200 | 37.39 |

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.



PO BOX 25308
SALT LAKE CITY UT 84125

ACCOUNT PAST DUE

WRITE ACCOUNT NUMBER
ON CHECK & MAIL TO:

PACIFIC POWER
PO BOX 26000
PORTLAND OR
97256-0001

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

Account Number: **12345678-001 0**

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Please enter the amount enclosed.

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178(1)(b)

178(1)(c)

178(1)(d)

178(1)(e)

If demand is billed, the demand information is listed with the meter reading information in this section.
178(1)(j)

178(1)(f)

178(1)(d)

178(1)(d)

If meter read is estimated, a message noting the estimation is displayed here.
178(1)(i)



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| | | | | |
|--|-----------|-----------|------------|---------------|
| Energy Charge Block 2 | 1,085 kwh | 178(1)(f) | 0.0969900 | 105.23 |
| Bill Assistance Program | | | | 0.68 |
| B P A Columbia River Benefits (Washington State Utility Tax \$0.94) | 1,685 kwh | | -0.0041000 | -6.91 |
| Late Payment Charge | | | 0.0100000 | 0.95 |
| Total New Charges | | | | 143.34 |

If the bill is prorated, the prorated charges are itemized in the bill detail section. 178(1)(h)

All applicable municipal tax surcharges and percentage rates are itemized in the bill detail section. 178(1)(g)

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 |
|------------------|--|---------|
| Electric Service | 1234 Main St Yakima, WA 12345-0001 Residential | \$94.72 |

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 Aug 23, 2013.

1. PAY YOUR ELECTRIC SERVICE PAST DUE AMOUNT OF \$94.72; or
2. MAKE SATISFACTORY PAYMENT ARRANGEMENT 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 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 service 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 7p.m. (\$75). The Company will make a reasonable attempt to switch on power for

178(1)(d)

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.

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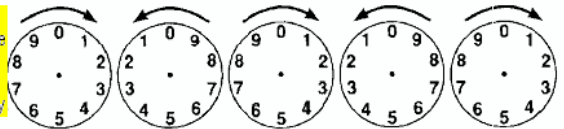
LAST FIRST M.I.

NEW STREET ADDRESS

CITY

ST ZIP TELEPHONE NUMBER

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





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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 you are 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.

Looking for ways to pay?

Visit pacificpower.net/pay for all your options. You can choose to pay online securely with your bank account, pay at a pay station in your community, or pay by phone with a credit/debit card. For details, call 1-888-221-7070.



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