

JOHN Q CUSTOMER
1234 MAIN ST
YAKIMA WA 12345-0001

128(6)(a)(iv)

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**

128(6)(a)

128(6)(a)(ii)

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.

128(6)(a)(ii)

Historical Data - ITEM 3

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!

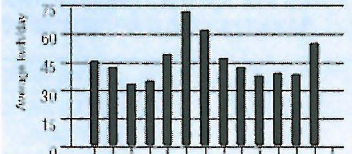
Your Electric Service Past Due Amount of **\$94.72** must be received by **Aug 23, 2013** to avoid shut-off.

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

128(6)(a)(i)

Remember: Your New Charges of **\$143.34** are still due by **Aug 28, 2013**.

128(6)(a)(ii)



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.

128(6)(a)(iii)

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

128(6)(a)(iv)



128(6)(a)

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

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

Account Number: **12345678-001 0**
Date Due: **Aug 23, 2013**

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1234 MAIN ST
YAKIMA WA 12345-0001

PACIFIC POWER
PO BOX 26000
PORTLAND OR
97256-0001

AMOUNT DUE: **\$238.06**

Please enter the amount enclosed.

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128(6)(a)(iv)

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Energy Charge Block 2	1,085 kwh	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

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

128(6)(a)(ii)

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.

128(6)(a)(i)

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.

128(6)(a)(iii)

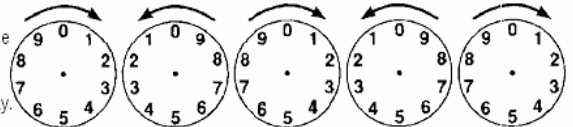
IMPORTANT: If your service is disconnected, you may be required to PAY A DEPOSIT IN ADDITION TO A RECONNECTION CHARGE. If your power is disconnected, Pacific Power's charges and times for reconnecting service are as follows: weekdays from 8 a.m. to 4 p.m. (\$25) and 4 p.m. to 7 p.m. (\$50), weekends and holidays from 8 a.m. to 7p.m. (\$75). The Company will make a reasonable attempt to switch on power for

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: 12345678-001 0

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





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128(6)(a)(iv)

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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.

128(6)(a)

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.

128(6)(a)(iv)

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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