



Pend Oreille PUD Billing & Energy Assistance

The below outlines helpful information about our billing process and timeline:

- Utility bills are processed on the last business day of each month with payment due on the 20th every month.
- Late fees (1.5% of past-due balances) are assessed on the 25th each month.
- If there is a past-due balance, reminder notices via a friendly automated call and/or email reminding customers that payment is overdue goes out on the 25th each month.
- If past-due amounts remain the following month, they will be reflected on the next bill with a notation in the account message block stating the account is subject to disconnection if not paid by the noted date. No additional past due or final notice will be sent prior to disconnection, although, we do typically try to issue an automated call.
- When a customer is disconnected for non-payment, the full past due balance is required to restore service. A reconnection fee of \$200 will also be assessed and a deposit may be required.
- Payment arrangements can be made by calling our Customer Service Team. A payment arrangement will allow you to make a down payment towards the amount you owe, and then make monthly payments at the same time as your regular bill payments in order to pay off the past due balance. We typically spread the past due amount over three months, but we are willing to consider your specific situation and circumstances to find a plan that works for you. This is an affordable way for customers to get back on track with their utility bills.

We want to hear from you, please call us at 509-447-3137 if you have a past-due account.

Now is a good time to make sure your contact information is correct in our system as that is what we will rely on for automated calls and email notifications regarding your account.

The below outlines several Energy Assistance Options:

The PUD and its partners proudly offer several energy assistance programs. The PUD has awarded over \$25,000 and helped over 100 customers with their energy bills over the last year. This is a great way for eligible customers to get a jump-start on reducing past due amounts owed on their utility bills. The below outlines available assistance:

- **PUD's Neighbors in Need (NIN) Program** - the PUD's Neighbors in Need Program is funded by the PUD and its customers. Qualifying customers could receive up to \$250 to help with past due balances.
 - To see if you qualify for a NIN grant, please contact the PUD's Customer Service Team at 509-447-3137.

- **Rural Resources** - to see if you qualify for a grant through the Low-Income Home Energy Assistance Program (LIHEAP) or other assistance programs, call or visit a Rural Resource office at:
 - 509-447-9997 – 333211 HWY 20 #200, Newport, WA
 - 509-442-3222 – 205 Houghton St, Lone, WA
 - www.ruralresources.org

- **DSHS** - Funding may be available through DSHS for disaster cash assistance, call or visit:
 - 509-447-6214 – 1600 W 1st St, Newport, WA
 - www.dshs.wa.gov

- **Family Crisis/Crime Victim Services:** 509-447-2274 – 703 W 1st St, Newport, WA

- **Pend Oreille County Veteran's Assistance Program:**
 - Please call Marianne Nichols at (509) 447-6474
 - Requirements: resident of Pend Oreille County, registered to vote, Veteran or widow of a Veteran, honorably discharged (need DD-214 discharge papers).

For the PUD's Community Support and Assistance page, click here: [Community Support & Assistance » Pend Oreille \(popud.org\)](#)