

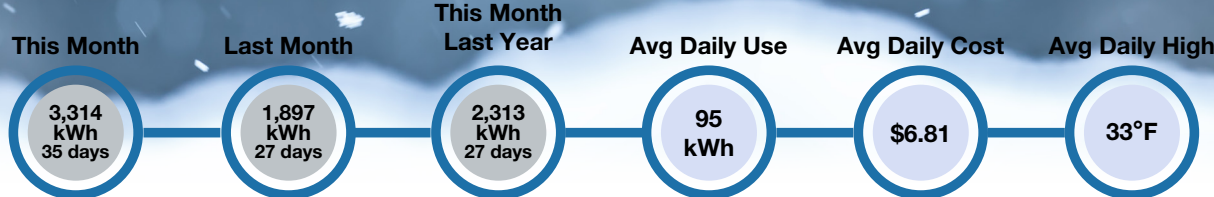
C O N N E C T



JANUARY 2025

WINTER BILLS & BILL ESTIMATIONS EXPLAINED

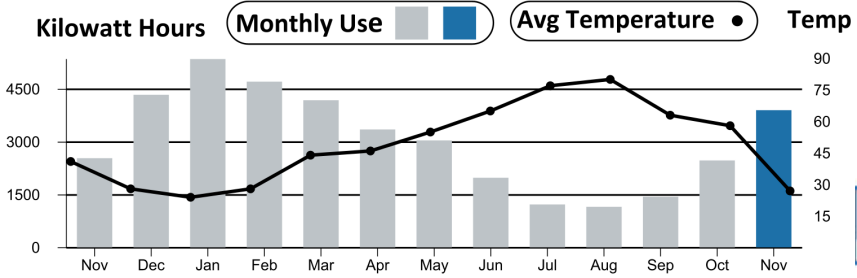
You are likely to see a rise in the cost of your electric bill over the winter months, just how drastic the increase all depends on how cold it gets outside. In Pend Oreille County we typically see fairly drastic drops in temperatures December through February. When temperatures drop, your heating system works harder – even if you don’t adjust the thermostat – running more frequently and for longer periods of time, dramatically increasing energy use. Essentially, more energy is required to provide the same level of comfort. It only takes a few days of extremely cold temperatures for your bill to climb.



Energy usage comparison & chart for reference only.

When cold weather sets in, it is easy to be caught off guard. To help even out the seasonal highs and lows of your bill, you can contact us and inquire about budget billing which is a payment plan that divides your anticipated yearly energy use into equal monthly payments. To better understand your bill, check the back of your billing statement to find the number of days in your billing cycle and take a look at the “Energy Usage Comparison” section (shown above) as well as graphs section (below) for helpful consumption and comparison information.

So, what’s the scoop on estimated bills? Estimated electricity bills are just that, an estimate. Sometimes, unusual circumstances such as power outages, severe weather, locked gates, or delayed meter readings can result in your bill having to be estimated. Recently, the PUD has experienced a higher-than-normal number of meters that aren’t reporting to our billing software (which is another reason we are working hard to complete the replacement of all electric meters in the system through the [Meter Replacement Project](#)). When the PUD does not have an accurate reading to calculate your bill, your electric usage is estimated based on usage from the prior year for the same timeframe. If your bill was estimated, it will indicate “(Est)” next to the readings on page 2 of your bill (see example below).



Estimated bills can be higher or lower than your actual usage. When the PUD obtains a valid reading, your next bill will be trued-up by taking the difference between the last valid read and the current reading and adjusting your bill accordingly. If you ever have questions about your bill or account, please give our Customer Service Team a call, we are here to help.

Readings	
Previous	Present
21,888	23,898 (Est)

Customer Service Team a call, we are here to help.
Customer Service: 509-447-3137.

CONNECT



THE SNOW IS HERE, PLEASE KEEP YOUR ELECTRIC METER CLEAR

We ask that you please check your electric meter and appliance & heating system vents for your own safety. Heavy snow or falling icicles can cause damage to your electric meter or block your furnace intake and exhaust vents, putting you in danger. Keeping vents clear prevents build-up of carbon monoxide inside your home. Additionally, in the event of an emergency, PUD personnel may need access to your electric meter. By keeping your meter clear, you're keeping yourself and your community safe.

Several helpful reminders and safety tips:

- Be aware of your home's venting and meter locations when using a snow thrower or plow.
- Never shovel snow against or on top of your meter or vents.
- Never use salt or ice-melting chemicals on your meter.
- To safely remove snow or ice from meters and vents, use a broom or your hands.
- Protect your meter and venting from melting ice dripping from overhead.
- Keep your meter visible, accessible, and clear of obstacles.
- Check the batteries in your carbon monoxide and smoke detectors.

LOOKING FOR ENERGY ASSISTANCE OPTIONS?



If you or someone you know could use energy assistance, the PUD and its partners offer several energy assistance programs for customers who are having difficulties paying their utility bills. The below outlines several assistance options:

1. **PUD's Neighbors in Need (NIN) Program** - the PUD's NIN 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.
2. **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 Highway 2 #200, Newport, WA or 509-442-3222 - 205 Houghton St, Ione, WA. www.ruralresources.org
3. **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
4. **Family Crisis/Crime Victim Services**: 509-447-2274 - 703 W 1st St., Newport.
5. **Pend Oreille County Veteran's Assistance Program**: Please call Marianne Nichols at (509) 447-6474.

For more Energy Assistance Information, please visit our website here: [Payment Assistance](#)



CONNECT WITH US!

Main Line: 509.447.3137 • North County: 509.446.3137
South County: 509.242.3137 • TDD: 800.833.6388

Commissioners:

Curt Knapp: cknapp@popud.org 509.671.1111
Dave Rick: drick@popud.org 509.671.7952
Troy Moody: tmoody@popud.org 509.991.1327
Website: www.popud.org

