

We think our customers deserve excellent service. This means giving you clear, straightforward answers. **If you'd like more information on any of the topics we cover here, please call Pacific Power toll free at 1-866-870-3419 or visit pacificpower.net/regulation.**

Si desea una copia en español de este resumen de los derechos y responsabilidades del consumidor, por favor llame al 1-888-225-2611. Su llamada será gratuita.

Your rights and responsibilities as a Washington utility consumer

Pacific Power prepared this summary to give you answers to some common questions about bills, credit, deposits and your electric service. Please contact Pacific Power if you have a problem with payment, service, safety, billing or customer service.

Use of service

It's our job to ensure your safety around electricity. To do this, we need safe and unobstructed access to your property for meter reading, tree pruning and other essential work. Safe operation of the electrical grid requires that you notify us before you make any significant change that may affect the electrical character of your load.

Establishing credit

A nonresidential applicant or customer may be required to demonstrate satisfactory credit or pay a deposit.

Deposits

If a deposit is required, the amount will not be more than two months' of the estimated yearly billing at your service address.

Interest is paid on deposits at the rate set yearly by the U.S. Treasury Department. Your deposit, with interest, will be refunded after you've paid your bills promptly for 12 consecutive months without receiving more than two late notices or disconnection notices for nonpayment. You will also get your deposit back, with interest, minus any amount owed to us when you move.

Billing

You will receive a bill for electric service each month, based on determinants such as kilowatt-hours of electricity registered on your electric meter during the billing period. Your bill will show the date when your payment is due, the applicable rate schedule and the amount of the bill. You may ask that another person receive a copy of your bills and notices.

Customers are responsible for paying their bills on time. If you wish to have a different due date for your bill, please contact us to discuss your preferred due date options. Pacific Power may add late payment charges to bills that are paid late.

Disconnection of service and notices

Before your service is disconnected for non-payment, we will mail you a written notice at least eight business days before the disconnection date. Before the service is shut off, we will send you an additional three-day notice. If notice is hand-delivered and no one is present, we'll attach the notice to your front door. Service can be shut off the next business day after the due date of the notice. If service is not shut off within 10 business days after the disconnection date, a new notice will be provided unless prior arrangements were made.

When the service and billing addresses for an account are different, notice by mail or in-person will be made to the service address before disconnection, unless our records show the customer and the service user are the same. When separate notice to the service address is necessary, service will not be cut off until five business days after notice has been given to the service address.

If your service is disconnected, we will require payment of the full past due balance, a deposit, if applicable, plus a reconnect charge to restore service.

Pacific Power can also disconnect service, or refuse to provide service, if a customer:

- Violates regulations, service agreements or filed tariffs.
- Has dangerous wiring or equipment that does not meet safety standards.

- Tampers with the meter or Pacific Power's equipment.
- Uses equipment that interferes with service to others.
- Denies the company reasonable access to property to make repairs or read a meter.
- Willfully wastes electricity through improper wiring, equipment or any other way.
- Has fraudulently obtained service.

Service may be disconnected during normal office hours of 8 a.m. to 4 p.m., Monday through Friday. Pacific Power will not disconnect service on Saturdays, Sundays, legal holidays or any other day on which we cannot re-establish service on the same or following day, unless an immediate safety hazard has been identified. If Pacific Power becomes aware of an immediate safety hazard, service will be disconnected immediately to protect you and your property.

Closing your account

You must tell us your move-out date when you plan to move or request that the electric service be disconnected. We will not close your account or process your closing bill until you provide us your move-out date, or until we can confirm you vacated the premises, or a new customer requests service at that address.

Complaints and disputes

Pacific Power will promptly investigate every complaint or dispute we receive, and we'll report to you on the results. Contact us through our toll-free phone number at **1-866-870-3419**. This number is also printed on your bill. If you're not satisfied with the information or assistance you receive from our representative, you have the right to request that your problem be reviewed by a supervisor. We will either transfer you directly to a supervisor, if one is immediately available, or provide you with the supervisor's name and how he or she can be reached.

If you talk to the supervisor and still aren't satisfied, you can call or write the Washington Utilities and Transportation Commission. They may be reached at 1-888-333-9882 or consumer@utc.wa.gov. The address is PO Box 47250, Olympia, WA 98504. Pacific Power will not disconnect your service while you are pursuing a complaint with a supervisor or the Commission.

This summarizes your rights and responsibilities as a utility customer. Copies of the Washington Utilities and Transportation Commission's rules (Chapters 480-100 of the Washington Administrative Code) and Pacific Power's filed tariffs, including rate schedules and general rules and regulations, in their original wording, are available to you anytime by calling toll free at **1-866-870-3419** or on the Web at pacificpower.net/regulation.

Privacy

Keeping your personal and financial related information private and protected is vitally important to Pacific Power. The company will not provide, rent or sell your sensitive personal and financial information to company affiliates or nonaffiliated third parties without your advance knowledge. Pacific Power may be legally required to provide information in limited circumstances which include: requests for information through subpoenas, warrants, court orders or other comparable legal processes. If this should ever occur, Pacific Power endeavors to cause the party receiving such information to agree to maintain the confidentiality of the information.

Pacific Power may use the phone number you voluntarily provide for informational purposes only. This includes, but is not limited to: notice of planned service interruptions, scheduled work in your area, notice of potential disconnection and updated outage information.

Pacific Power maintains physical, electronic and procedural safeguards in compliance with federal, state and industry regulations to guard your sensitive personal information.

Customer information is secured from outside access through secure firewall technology. Additionally, Pacific Power restricts access to your sensitive personal information to only those employees who require access to that information to provide services to you.

You may review Pacific Power's Privacy Policy in its entirety at pacificpower.net/privacy.

Outages and emergencies

To report outages or downed lines, please call toll free 1-877-508-5088.

Mailing address:
Pacific Power
PO Box 400
Portland OR 97207-0400

Customer Service Guarantees

When we say we're going to give you a certain level of service, we mean it. Our seven Customer Service Guarantees cover service issues such as restoring service after an outage, switching on power, keeping appointments, responding to billing inquiries, resolving meter problems and notifying of planned interruptions. If for some reason we can't live up to these commitments we'll pay you. To find out more about our Customer Service Guarantees please call us toll free at **1-888-221-7070**, or visit pacificpower.net/guarantees.

Price Information

Small General Service – Schedule 24

Basic charge:

15 kW or less Load Size	single phase – \$9.99 three phase – \$14.89
Over 15 kW Load Size	single phase – \$9.99 plus \$1.04 per kW for each kW in excess of 15 kW three phase – \$14.89 plus \$1.04 per kW for each kW in excess of 15 kW

Demand charge: \$3.80 per kW in excess of 15 kW

Energy charge:

The first 1,000 kWh	10.972¢ per kWh
The next 8,000 kWh	7.608¢ per kWh
All additional kWh	6.566¢ per kWh

Agricultural Pumping Service – Schedule 40

Load Size charge: (per year, billed in November)

Single phase	\$26.63 per kW of Load Size but not less than \$79.89
Three phase (50 kW or less)	\$26.63 per kW of Load Size but not less than \$159.78
Three phase (51–300 kW)	\$379 plus \$18.53 per kW of Load Size
Three phase (Over 300 kW)	\$1,539 plus \$14.49 per kW of Load Size

Energy charge: (billed monthly) 7.151¢ per kWh

Outdoor Area Lighting Service – Schedule 15 (No new service)*

Type of luminaire	Nominal lumen rating	Monthly kWh	Rate per luminaire
Mercury vapor	7,000	76	\$10.98
	21,000	172	\$20.81
	55,000	412	\$42.88
High pressure sodium	5,800	31	\$12.67
	22,000	85	\$18.48
	50,000	176	\$29.71

*Rate per luminaire is calculated based on lighting type kWh plus Washington schedules 95, 97, 191 and 197.

Working to keep prices down: Delivering safe, reliable, low-cost power is a responsibility we take seriously. We continuously work to keep prices down by lowering our operating costs and improving how we do business.

All customers are subject to additional charges/credits as set forth in Pacific Power's retail tariffs approved by the Washington Utilities and Transportation Commission including Adjustment Schedules 95, 97, 98 and 197.

Rates are in effect November 2019 and are subject to change by Commission order.

These rate tables do not include specific pricing information for Schedules 33, 47, 51, 52, 53, 54 and 57, since relatively few customers are billed this way. However, the schedules are available by calling toll free at **1-866-870-3419** or on our website at pacificpower.net/rates.

**Due to the expansion of Daylight Saving Time, the on-peak time periods will begin and end one hour later for the period between the second Sunday in March and the first Sunday in April, and for the period between the last Sunday in October and the first Sunday in November.

Large General Service – Less Than 1,000 kW – Schedule 36

Basic charge:

100 kW or less Load Size	\$268
101 kW–300 kW Load Size	\$100 plus \$1.83 per kW
Over 300 kW	\$200 plus \$1.50 per kW

Demand charge: \$5.60 per kW

Energy charge:

The first 40,000 kWh	5.979¢ per kWh
All additional kWh	5.477¢ per kWh

Large General Service – Metered Time of Use 1,000 kW and Over – Schedule 48T

Secondary delivery voltage

Basic charge:

3,000 kW or less Load Size	\$1,442 plus \$1.15 per kW
Over 3,000 kW	\$1,743 plus \$1.03 per kW

Demand charge:

On-peak period Demand** (minimum 500 kW) Monday through Friday 6 a.m.–10 p.m.	\$8.16 per kW
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Energy charge: 5.055¢ per kWh

Reactive power charge: \$0.57 per kWh

Primary delivery voltage

Basic charge:

3,000 kW or less Load Size	\$1,477 plus \$0.58 per kW
Over 3,000 kW	\$1,777 plus \$0.47 per kW

Demand charge:

On-peak period Demand** (minimum 500 kW) Monday through Friday 6 a.m.–10 p.m.	\$7.98 per kW
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Energy charge: 5.001¢ per kWh

Reactive power charge: \$0.56 per kWh

Explanation of terms:

Basic charge: A fee charged that helps pay for the costs of providing service.

Kilowatt-hour (kWh): A measure of electrical energy equal to the amount of energy used by a 100-watt light bulb for 10 hours or one 1,000-watt hair dryer for one hour.

Demand (kW): The average kilowatts (kW) supplied during the 15-minute period of maximum use during the month as determined by a Demand meter.

Load Size: The average of the two largest non-zero monthly Demands that are recorded anytime during the 12-month period that includes and ends with the current billing month.