

GENERAL INFORMATION

Contact Information:

Customer Service	(509) 766-2505
Toll Free	(800) 422-3199
Outage	(800) 216-5226
Other Business	(509) 754-0500
Other Business	(509) 764-0500
Email	CustomerService @gcpud.org
Website	www.gcpud.org

PAYMENT INFORMATION

Making Payments: In order to pay your bill, please contact us at any of the following:

Online at www.gcpud.org

Ephrata	30 C Street SW
Grand Coulee	555 Grand Coulee W
Mattawa Town Hall	521 Government Road E
Moses Lake	312 W Third Avenue
Quincy	27 B Street SW
Royal City	505 Royal Road

Coulee City Town Hall (drop box only)
Moses Lake Senior Center (drop box only)

Customer Service (509)766-2505 or (800) 422-3199

Payment Due: Grant PUD bills for electricity already used and payment is due when billed. If payment is not received by the due date, a late payment charge may be billed.

Payment Arrangements: If you cannot make a payment by the due date contact Customer Service as soon as possible to discuss options.

Seasonal Moratorium: Grant PUD complies with RCW 54.16.285. For a list of customer and PUD responsibilities under this RCW please contact Customer Service.

DEFINITIONS OF TERMS AND ABBREVIATIONS

Adjustment: Billing adjustments reflect various fees and transfers from other accounts.

Basic Charge: A fixed charge based on the cost of having the service facilities available. This charge applies to all active accounts, even if no electricity is used.

Budget Payment Plan (BPP): A billing program that levels billing amounts based on a 12-month average.

Budget Payment Plan Payoff Balance: Budget Payment Plan accounts carry a credit or debit balance. The balance, or payoff, is reviewed on an annual basis and must be reconciled prior to closing of the account.

Correction: Bill corrections reflect a cancelling of a billing segment in order to rebill it with more up to date information.

Customer Service Policies: Customer Service Policies are posted to our website: www.gcpud.org

Disputed Charges: You have the right to a conference with a utility representative if you dispute any billed charges. Contact Customer Service for further information.

Estimated Bill: Circumstances may make it impossible to read your meter. In these instances, an estimated read based on previous kWh usage may be used.

Kilowatt hour (kWh): This is a measure of the amount of electricity used. One kilowatt is one thousand watts. One kWh equals the energy needed to light ten 100- watt light bulbs for one hour.

Late Payment Charge (LPC): Accounts remaining unpaid 25 days after the billing date will be assessed a late payment charge on the unpaid balance. LPCs continue to accrue until the bill and all additional charges have been paid.

Meter Multiplier: Converts units measured by a meter to actual energy use.

Retail Electric Customer Disclosure: Your bill includes charges for electricity, delivery services, general administration and overhead, metering, taxes and other items.

Service Charge: A fixed, one-time charge per service address to have electrical service put in your name.

All other terminology, rates and fees may be found at www.gcpud.org. Printed copies are available upon request.

We'd like to hear from you.

Your comments are appreciated. Please use this space to share your thoughts with us.

Name _____

Address _____

City _____ State _____ ZIP _____

Telephone _____ Account Number _____

Comments: _____
