

# Equal Payment Plan Eligibility Requirements and Conditions

## Eligibility

Any active Thurston PUD customer will be eligible under the following conditions:

1. Have an active account with at least 12 months of history at the location.
2. Must be in good standing and must have a zero balance (\$0).
3. No returned payments in the last 12 months.
4. If there are two or more late fees note on the account in the last 12 months, a customer can still qualify for EPP by enrolling simultaneously in auto-payment (Direct Debit).
5. Exceptions to these eligibility requirements can be made through a review.

## Calculation of Bill

The immediate past 12 of water usage will be totaled and divided by 12, then applied to current rates to determine the monthly amount to be paid. This calculation is to allow for any variation in usage. The amount may be increased due to rate increase. For 2021, bills will be trued-up at the start of the program and then again in six months.

## Bill

Meters will be read at the normal meter reading time. The monthly actual bill be calculated under the appropriate rate schedule. EPP enrolled customers will receive a bill state the actual usage and costs, but will be billed the EPP amount as agreed. The bill will also provide the customer with the current cumulative debit or credit balance of the EPP program.

## Late Payment

The EPP billed amount is due by the designated Due Date on the bill. If payment of the EPP monthly amount is not made each month when due, Thurston PUD reserves the right to place the customer on normal billing with all balances due and payable in accordance with the current rate schedule.

## Discontinuation of Program Enrollment

Customers may request to be removed from EPP at any time by calling Customer Service however, there may be a credit or balance owing. If there is a balance owing, the customer will pay the amount in full by the next bill due date.

## Discontinuation of Service

If the EPP enrolled customer moves, or for other reason discontinues water service, the total amount owed to Thurston PUD according to the actual billing will become due and

payable immediately. Please note, unpaid tenant balances will be forwarded to property owners.

### Program Disqualification

If a customer misses payments each month during one annual cycle, the customer will be removed from the EPP program and may be subject to late and shut-off fees associated with non-payment up to and including service disconnection. Once removed from the EPP program, disqualified customers will not be eligible for re-enrollment for one calendar year with good payment standing, no late payment and/or disconnections. If after the second enrollment, the customer does not comply with payment guidelines, the account will be removed from the EPP program and will not be enrolled again.

### True-up Amount

The EPP true-up amount is calculated between the customer's past 12 months' EPP Monthly Bill Amount payments and billing for actual usage at the end of the 12-month actual use period.

### EPP Bill Amount

This is the monthly payment due when participating in the EPP plan. This amount is calculated using the customer's last 12 months of water consumption and dividing it into 12 equal monthly payments, then applying the total to current rates.