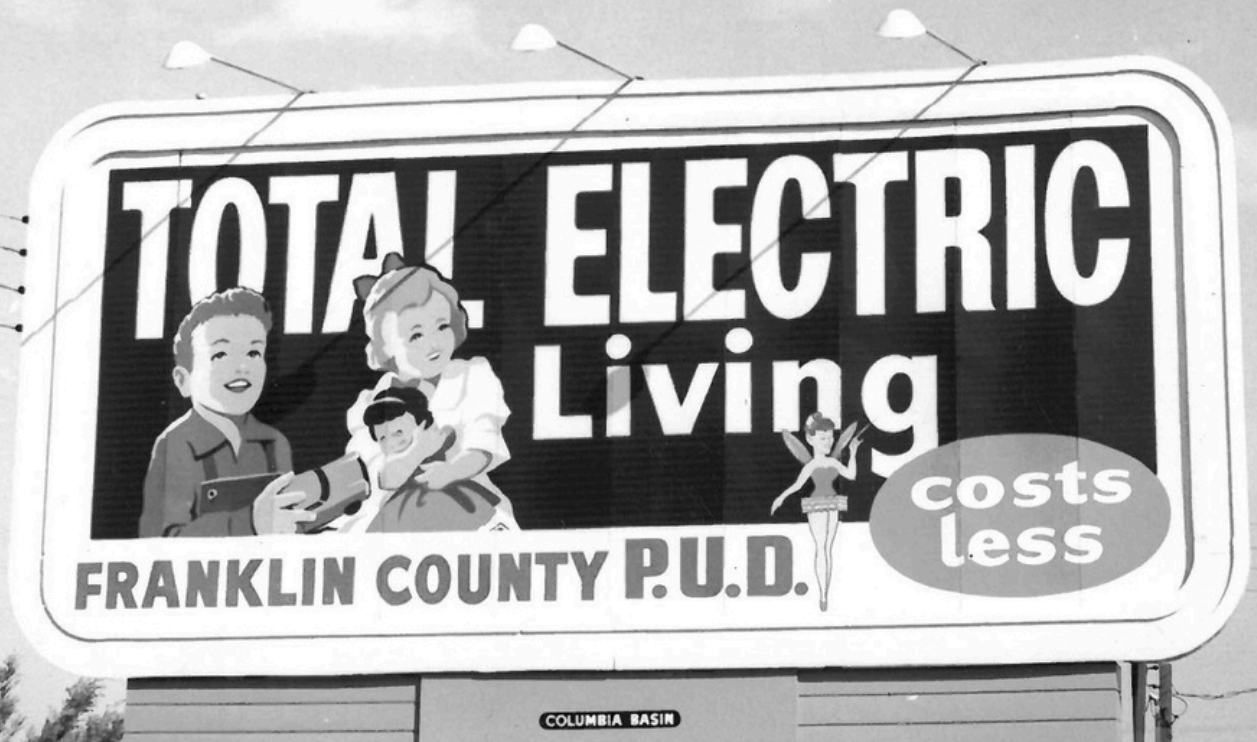


welcome to

FRANKLIN PUD

INFORMATION FOR NEW CUSTOMERS

2025



PUBLIC UTILITY DISTRICT #1 OF FRANKLIN COUNTY



1411 W Clark Street
Pasco, WA 99301
(509) 547-5591 or (800) 638-7701
www.franklinpud.com



ABOUT US

We are a customer-owned utility, which means that we are owned and governed by you - the people and communities we serve. We are united behind one goal - to provide safe, affordable, reliable non-profit electricity to our customers.



Victor Fuentes
General Manager /
CEO



Roger Wright
District 1
Current Term:
2023 - 2028



Bill Gordon
District 2
Current Term:
2021 - 2026



Pedro Torres
District 3
Current Term:
2025- 2030



FOLLOW US



@franklinpud



@franklinpud



@franklin_pud



@franklin-pud



@franklinpud4663



Customer Privacy Rights

We are required to maintain the personal information of our customers in a secure environment and only share customer information with third parties when it is necessary to conduct essential business.



Additional Information

For more information, read our Rules and Regulations for Electric Service on our website or you get a copy from Customer Service by calling (509) 547-5591.



Our Board of Commissioners

We have three Commissioners who represent a district in our service territory. They set policy and appoint the General Manager, who oversees staff and operations. Contact them at clerkoftheboard@franklinpud.com.



Join Us at a Meeting!

The Commission meets every fourth Tuesday of the month at 8:30 AM at our main office. If needed, meetings may be held the second Tuesday of the month. Agendas, minutes, and other attendance options are available at www.franklinpud.com under the About tab, Commissioner Informatio

CONTACT US

Franklin PUD Main Office

1411 W Clark Street, Pasco, WA
(509) 547-5591 or (800) 638-7701

Lobby and Drive-thru Hours

7:00 AM to 6:00 PM
Monday - Thursday

Closed Fridays



Email

franklin@franklinpud.com



Website

www.franklinpud.com



Mailing Address

PO Box 2407, Pasco, WA 99302

Connell Office - Connell City Hall

104 E Adams Street, Connell, WA
(509) 234-2701

Hours

9 AM to 5 PM
Monday - Friday

OUTAGES

(509) 542-5300
(800) 638-7701
outage@franklinpud.com

I NEED HELP WITH...

Billing questions or discounts
Starting or cancelling service
Other programs and services

Customer Service

(509) 547-5591, Option 1

Payment arrangements
Past-due accounts
Service disconnected

Credit Department

(509) 547-5591, Option 1 then 4

Conservation and efficiency
Home energy audits
Rebates and programs

Energy Services

energyservices@franklinpud.com
(509) 546-5967

Electrical requirements
Residential solar information
Review construction plans

Engineering Department

engineering@franklinpud.com
(509) 547-0556

Reporting a streetlight out
Tree trimming services

Operations Center

(509) 546-5975

Locating utilities before
digging for a project

Call 8-1-1

www.washington811.com



IN CASE OF A POWER OUTAGE

Outages

Call or e-mail us to report a power outage. We have crews on call around the clock to restore power as quickly and safely as possible. In the rare occurrence that an outage is affecting a large area, or if power will be out for more than a few hours, we use the home page of our website and social media to keep you informed of the status.

Report an Outage

(509) 542-5300

Toll Free: (800) 638-7701

outage@franklinpud.com



Life Support - Medical Alert Designation

Customers using life support systems must complete a Request for Medical Alert Designation to be notified of planned outages.

For a full explanation, please contact Customer Service at (509) 547-5591 or visit www.franklinpud.com

TIPS TO HELP YOU PREPARE AND STAY SAFE

Keep flashlights in areas that are easy to find and check batteries periodically to make sure they are in working condition.

Charge cell phones if you know stormy weather is on the way and limit cell phone use during an outage to preserve the battery.

During cold weather, keep blankets in an area where they are easy to find. Keep doors and windows closed to keep the heat in.

During warm weather, close curtains and blinds, and keep doors and windows closed to keep heat from radiating inside.

Keep refrigerator and freezer doors closed. Items inside should be good for at least 24 hours if doors are kept closed.

Get a portable power bank and keep it fully charged in order to charge devices in case of emergency.

If you use a generator, make sure to follow the manufacturer's safety guidelines.

If you need power for medical reasons, have a backup plan in place for emergencies.

Never get close to a downed power line.

There is no way to tell if a line is energized or not. Back away and call 911.

PAYMENT OPTIONS



Pay In Person

You can pay your bill in person at our main office or Connell City Hall.



Pay Now

One-time payment is available through SmartHub, with no registration required. Go to www.franklinpud.com and click "Make a One-Time Payment" (make sure you have your account number).



Automated Phone System

Call (855) 938-3588 to pay your bill using our automated phone system. Have a copy of your bill handy.



Mail

Write your account number on your check or money order and mail it with the bill stub to:

Franklin PUD
PO Box 2407, Pasco, WA, 99302



Pay As You Go

Prepay for your usage by purchasing electricity in advance. There are no additional costs to participate. Contact Customer Service to learn more.



Drop Boxes (Available 24/7)

Drop boxes are available for you to drop off your check to us, without a stamp. Please, **no cash in drop box.**

Franklin PUD
1411 W Clark St, Pasco
HAPO Center (TRAC)
6605 Burden Blvd, Pasco
Connell City Hall
104 E Adams St, Connell



Western Union (Pasco)

There is no charge for this service, but you must have a copy of your billing stub.

Fiesta Foods
115 S 10th Ave

Atomic Foods
1212 N 4th Ave

Yokes Fresh Market
4905 N Rd 68

Walmart
(MoneyGram)
4820 N Rd 68

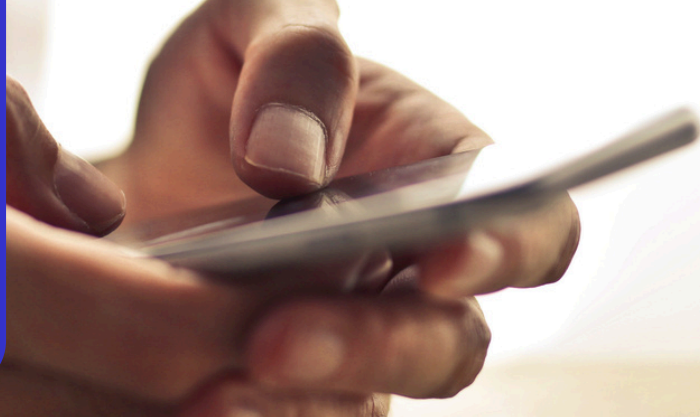


Kiosk (Available 24/7)

We have a drive-up kiosk to pay your Franklin PUD bill and City of Pasco (water bill). The kiosk takes cash, credit, or debit card. Have a copy of your bill handy.

Franklin PUD
1411 W Clark St





WHAT IS SMARTHUB?

SmartHub is a web and mobile app that allows you to take control of all aspects of your utility account. Access your account 24/7, review your usage and payment history, pay your bill, and contact us with service issues quickly and easily. Stay up to date on service work, get our Hotline newsletter, and more - all in one place.



Save a Stamp & Pay Online

With SmartHub, you'll be notified when your bill is due. You can pay with secure online payments or sign up for auto-pay to have your bill paid automatically. Go paperless to not receive a mailed copy.



How to Sign Up

- Visit www.franklinpud.com
- Click "Sign Up for Online Account access with SmartHub"
- Follow the prompts to get started



Get the App

SmartHub is available in the App Store or Google Play. Just search for "SmartHub" to download, and select Franklin PUD as your provider. Then login to your account to access all of your information.



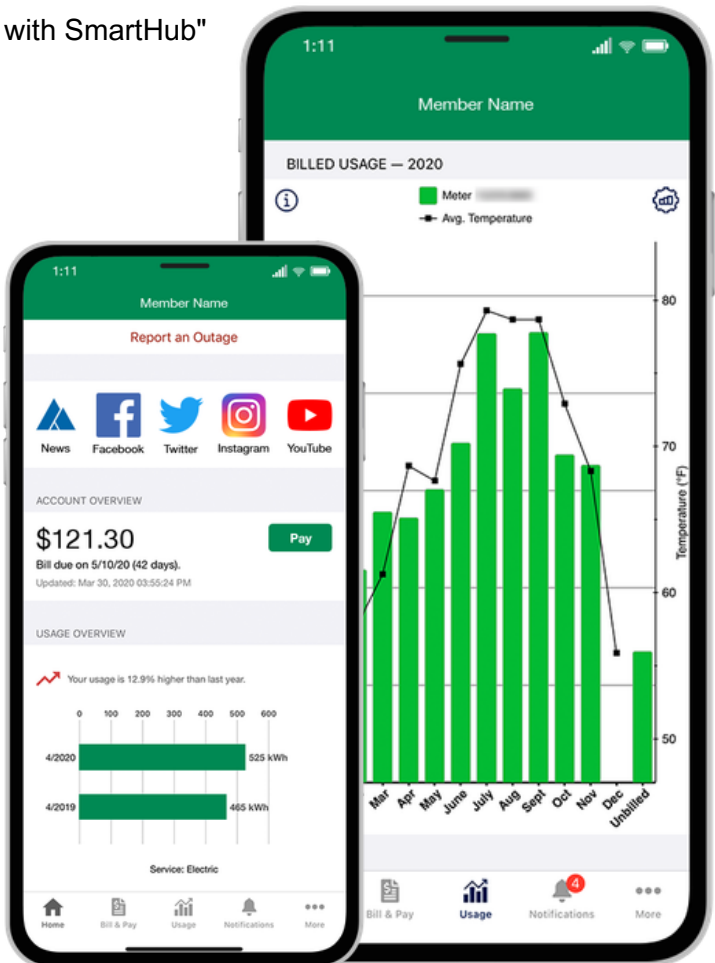
Multiple accounts?

View all of your accounts in one place with SmartHub. Pay the total balance on all accounts, make partial payments, and view your usage.



Is it secure?

Yes! All information housed on SmartHub is encrypted in every transaction and no personal information is stored on your mobile device.



PROGRAMS & SERVICES



Budget Payment Plan

The Budget Payment Plan allows you to pay an equal amount every month. Payments are based on the average of the previous 12 months of electric usage and are re-evaluated and adjusted in March and September each year (as needed).

The Budget Payment Plan is especially helpful for individuals on a tight budget like seniors, disabled individuals, college students, and snowbirds. It allows for ease of mind in knowing you will pay the same amount each month.

To sign up, contact Customer Service at (509) 547-5591 or email franklin@franklinpud.com or fill out the online form at www.franklinpud.com.



Low-Income Discounts

We offer discounts for qualifying low-income seniors or low-income disabled customers. Low-income seniors may qualify for 15% or 30% discount, and low-income disabled customers may qualify for 30% discount. Visit our website at www.franklinpud.com and click on "Programs & Services" for more information. To apply or re-certify for a discount, contact Customer Service at (509) 547-5591 or franklin@franklinpud.com. Customers must have income verified annually. Customers must have service under Rate Schedule No. 1 Residential Service and meet the income guidelines.



Helping Hands

Our Helping Hands program gives you an opportunity to donate to a fund used to assist other local residents who need help paying their utility bill. Funds can be one-time or recurring donations. Donations are disbursed by Benton Franklin Community Action Connections (CAC) to learn more or sign up contact our Customer Service. Recurring donations can be done through Franklin PUD's **RoundUp** program. When you enroll in **RoundUp**, your bill will be rounded up to the next nearest dollar each month. For example, if your bill is \$62.38, it will be rounded up to \$63.00. The extra 62 cents will go to Franklin PUD's Helping Hands Program. Contact Customer Service at (509) 547-5591 or franklin@franklinpud.com

For more information on any of these programs or services contact our Customer Service at (509) 547-5591

Franklin PUD Customer Service Department

franklin@franklinpud.com

(509) 547-5591 or (800) 638-7701

Monday - Thursday

7 AM to 6 PM

Closed on Fridays

CAN'T PAY YOUR BILL?

Assistance through Franklin PUD

We understand that our customers may face financial hardships from time to time. That's why we offer the option to make payment arrangements. Please call our Credit Department (which is part of Customer Service) and they can help you come up with a payment plan that will help you to get back on track. Just call our main office at (509) 547-5591 or toll-free at (800) 638-7701. Press 1 for Customer Service.

Helping Hands Program

The Helping Hands program provides qualifying customers with emergency assistance of \$200 to help pay their electric bill. Helping Hands program funds are available for low-income households as defined by WAC 194-40-030 (*Household income cannot exceed the higher of 80% of area median income or 200% of federal poverty level, adjusted for household size*) to apply for as funding is available.

The Benton Franklin Community Action Connections (CAC) disburses the funds to Franklin PUD customers who meet the program guidelines. If you or someone you know is in need of assistance, contact the CAC as listed below.

Other Community Assistance

These organizations may be able to provide assistance to qualifying individuals or businesses:



Washington 211

www.wa211.org | Dial 211



Benton Franklin Community Action Connections (CAC)

www.bfcac.org | (509) 545-4042



Washington Department of Social & Health Services (DSHS)

www.washingtonconnection.org | (877) 501-2233



St. Vincent de Paul - Pasco

(509) 544-9315

OTHER ASSISTANCE

Benton-Franklin Human Services

7102 W Okanogan Pl., Suite 201
Kennewick, WA 99336
509-783-5284

Bethel Church

509-628-01250


Columbia Basin Veterans

1020 S 7th Ave, Suite A
Pasco, WA 99301
509-545-6558
www.columbiabasinvetcenter.org

Opportunities Industrialization Center of Washington (OIC)

509-545-0484

UNDERSTANDING YOUR BILL




1411 W. Clark St.
Pasco, WA 99301
Hours: 8:30 am to 5:00 pm M-F
www.franklinpud.com

Billing: 509-547-6591/800-638-7701
Outages: 509-542-6300
Payment by phone: 844-203-6545

FRANKLIN PUD CUSTOMER
1234 FRANKLIN DRIVE
PASCO, WA 99301-1234

Page 1 of 2

GO PAPERLESS  SIGN UP FOR eBILL at www.franklinpud.com

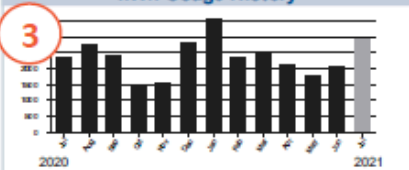
Statement Date	07/22/2021
Account Number	123456
Current Charges Due Date	08/11/2021
Total Amount Due	\$250.11

SAMPLE BILL ONLY. PLEASE SEE OUR RATE SCHEDULES FOR CURRENT RATE INFORMATION.

Service Address: 1234 FRANKLIN DRIVE, PASCO, WA

Account Type	Meter Number	From	To	Days	Readings Previous	Readings Present	Code	Meter Multiplier	kWh Usage
RES-S111	12345	06/15/21	07/15/21	30	6,093	6,166	MR	40	2,920

kWh Usage History




PERIOD ENDING	JUL 2020	JUL 2021
Avg Daily kWh	88	97
Avg Daily Cost	\$4.59	\$6.55

YOUR BILL INCLUDES CHARGES FOR ELECTRICITY, DELIVERY SERVICES, GENERAL ADMINISTRATION AND OVERHEAD, METERING, TAXES, CONSERVATION EXPENSES, AND OTHER ITEMS.

Service Detail

Previous Balance	185.85
Payment	185.85 CR
Balance Forward	\$0.00
kWh Energy Charge	196.52
System Charge	34.00
Pasco Utility Tax	19.59
Total Current Charges Due 08/11/2021	\$250.11
Total Amount Due	\$250.11



Has your mailing address or phone number changed? Check here and provide details on back.

FRANKLIN PUD CUSTOMER
1234 FRANKLIN DRIVE
PASCO WA 99301-1234

Account Number	123456
Current Charges Due Date	08/11/2021
Total Amount Due	\$250.11
Helping Hands Donation	

Total Amount Enclosed: _____

Enroll me in RoundUp*
*see back of bill for program details

FRANKLIN PUD
PO BOX 2407
PASCO, WA 99302

1. **Account Summary**
Bill overview. The statement date, account number, and total amount due at the time the statement was printed.
2. **Meter Info & Usage**
Past & current readings, kWh usage, and how many days you are being billed for. This will tell you if your meter was read (MR) or estimated (E).
3. **kWh Usage History**
This chart shows your usage history by month for a year, to compare usage.
4. **Current Service Detail**
Current charges and due date including energy charge (kWh), system charge, city utility tax (if applicable) and other miscellaneous charges.
5. **Bill Remittance Stub**
Fill in your total amount enclosed, enroll in RoundUp, or change your mailing address. Detach and return this stub portion when sending your payment via mail. Be sure to write your account # on your check.



Other Important Information About Your Bill

Bills are due and payable upon receipt. They become delinquent 20 days after the statement date (located in section 1 of the sample bill above). If we don't receive a full payment before the calculation of the new bill, a Final Notice will be issued. Service may be disconnected on delinquent accounts approximately 10 days from the date the Final Notice was issued if payment hasn't been received or payment arrangements have not been made. **See the back of your bill for important information about your bill, programs and services, payment options & locations, and taxes.**

ENERGY EFFICIENCY

Our Energy Services department is here to help you live as comfortably and efficiently as possible. We have energy experts who can help you find the best solutions for your energy saving needs.

Rebates

We offer rebates for things like thermostats and Energy Star rated appliances. Contact us for the latest offers!

Energy Audits

If you are having trouble finding the source of your high energy use, you may consider having an energy audit done by our Energy Program Representatives. They can troubleshoot issues to find areas in your home where upgrades are needed.

Energy Saving Tips

- Keep your heating and cooling system running efficiently by changing furnace filters monthly, or as needed, and having your system serviced as recommended by the manufacturer.
- Add caulk or weather-stripping to seal cracks and openings to prevent hot air from leaking into your home. These products can be purchased from local home improvement stores.
- Invest in thermal curtains. In the winter, open them during the day to allow sunlight to warm your home. During the summer, keep them closed to keep heat from radiating inside.
- Install a programmable or a smart thermostat. They really do help you save on heating and cooling costs.
- Use LED bulbs. While the cost is slightly higher up front, they are much more efficient and last longer than incandescent or CFL bulbs.
- Check your hot water heater to make sure it is set to 120 degrees to prevent scalding. A water heater that is set too high can be dangerous and can unnecessarily increase your electricity bill.



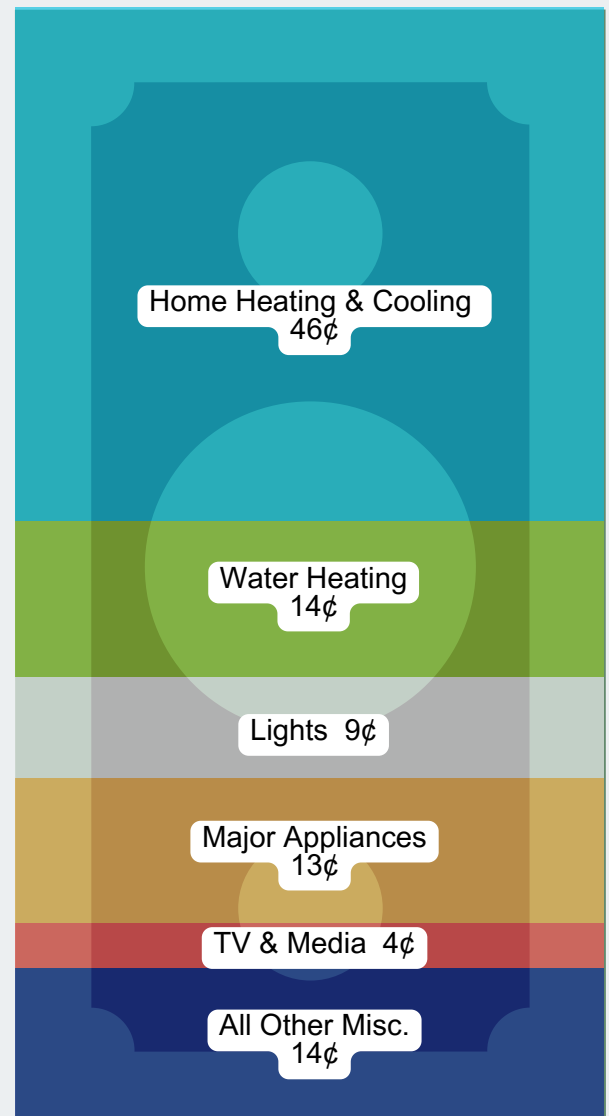
Energy Services Department

energyservices@franklinpud.com

(509) 546-5967 or (509) 412-4148

Your Energy Dollar

For every \$1 spent on home energy, the typical American family spends:



U.S. Energy Information Administration



ADDITIONAL INFORMATION

Meter Tampering

Meter tampering and/or energy diversion is a violation of RCW 9A.61.050 "Defrauding a public utility in the third degree" and is a gross misdemeanor. If discovered, a meter tampering charge and billing for estimated electric usage will be applied to the next monthly billing. The customer of record or property owner is responsible for such charges. Franklin PUD may pursue prosecution to the fullest extent of the law and provide law enforcement any evidence of meter tampering and/or energy diversion for investigation.

Billing

Your first bill will include a \$25 charge for setting up your account, any unpaid deposit amount, and all charges related to your first month of electric service. There will be a charge of \$5 for each additional account at the same service address. The System Charge will be prorated for the number of days you had electric service. If the first bill has less than 10 days of service, you will not receive a bill until the following month.

Meter Reading & Estimated Reads

Meters are read with an advanced metering infrastructure and billed monthly. You are responsible for making sure your meter is accessible at all times for service or repairs. If any over-grown foliage, shrubs, or objects are blocking the meter, you are required to remove them. If for any reason we are unable to read your meter, your bill will be based on an estimated energy usage amount and will be adjusted when an actual read is obtained. If your bill is estimated and would like an actual read taken, call Customer Service at (509) 547-5591.

Deposits

You may be required to pay a deposit, which will not be more than \$500.00, when you apply for residential service. The deposit amount will be calculated using the two (2) bills that have the highest energy usage during the last twelve (12) months the service address was occupied. Deposits are due before electric service is provided, but payment arrangements can be made when you apply for service.

Thinking About Going Solar?

If you're thinking about installing solar panels on your home and have questions regarding connections, incentives, net metering, or other information, please contact our Engineering Department at (509) 542-5913. Learn more at www.franklinpud.com.



CURRENT RATES

Below are our current rates. Full rate schedules are available at www.franklinpud.com under our Rates & Power tab.

Residential	System	Energy	
Single Phase	\$34.00	\$0.0732	
Three Phase	\$58.72	\$0.0732	
Residential Net Metering	System	Energy	Energy Credit
Single Phase	\$41.00	0.0732	
Three Phase	\$70.81	0.0732	
Generated kWh			.0571
Small General	System	Energy	
Metered & Unmetered	\$39.56	\$0.0799	
Medium General	System	Energy	Demand
Metered & Unmetered	\$51.88		\$8.78
April - August		\$0.0387	
September - March		\$0.0490	
Large General	System	Energy	Demand
Metered & Unmetered	\$69.26		\$8.96
April - August		\$0.0387	
September - March		\$0.0483	
Industrial*	System	Energy	Demand
Metered	\$486.70		\$9.20
April - August		\$0.0385	
September - March		\$0.0484	

*Not available for customers with completed service applications submitted on or after February 14, 2023

New Large Industrial - Determined by Contract

> 3,000 kW - customers with completed service applications submitted on or after February 14, 2023

Small Irrigation	System	Energy	Demand
Metered			\$8.29
April - August		\$0.0341	
September - March		\$0.0558	
Large Irrigation	System	Energy	Demand
Metered			\$10.09
April - August		\$0.0339	
September - October		\$0.0464	
November - March		\$0.0559	



1411 W Clark Street
Pasco, WA 99301
(509) 547-5591
www.franklinpud.com

YOUR POWER

2024 Department of Commerce



- Hydro - 64.25%
- Unspecified - 22.91%
- Nuclear - 10.85%
- Wind - 1.99%

Unspecified power is electricity obtained in a transaction where the seller does not identify a specific generating source, typically through short-term transactions in the bulk power markets.



Franklin PUD offers its customers Generation Green, a program that gives you the opportunity to purchase renewable energy from qualified resources. This program is mandated by RCW 19.29A.090. The amount you pay is above and beyond what you already pay for the renewable energy already included in your rates. Visit www.franklinpud.com/rates-power-services/generation-green for more information.