

UNDERSTANDING YOUR INLAND POWER BILLING STATEMENT, CONT.



CONTACT US **14**

MEMBER SERVICE (509) 789-4277
Monday through Friday – 8 a.m. to 5 p.m. (800) 747-7151
REPORT A POWER OUTAGE (877) 668-8243
METER READING/ (509) 789-4293
CHECK PAYMENTS

SEND CORRESPONDENCE AND PAYMENTS TO:

P.O. Box B | Spokane, WA 99219-5001
VISIT US IN PERSON AT:
10110 W Hallett Rd. | Spokane, WA 99224

INLANDPOWER.COM

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PAYMENT OPTIONS

- **AUTOPAY** Schedule your payment to be deducted from your checking/savings account on its due date. Sign up at www.inlandpower.com
- **CREDIT CARD** Associated fees required by the credit card companies are charged to cardholder in order to keep costs down for other members. This fee will be disclosed during the transaction. To pay your bill by credit card call (888) 320-7056.
- **IN PERSON** Payments can be made in person at our office, Monday through Friday – 8 a.m. to 5 p.m.
- **MAIL** Please use the enclosed envelope to mail payment.
- **ONLINE** At www.inlandpower.com
- **PAY STATION** Inland Power offers several convenient pay stations to make a payment. Please visit our website for a full list of locations. Convenience fees may apply.
- **PHONE** Make check payments by phone at (509) 789-4293.

ELECTRONIC BILLING

- **E-BILL** Receive your billing statement electronically. Sign up at www.inlandpower.com

PAYMENT POLICIES

All bills are due on or before the due date. Payments received for less than the full amount will be applied first to the oldest charges. Bills are currently calculated on a 5% net discount basis. Bills not paid by the due date revert to a gross basis and the 5% net-to-gross fee will be charged back to your account. If you are unable to pay your entire bill by the due date, please call our member service department. They may be able to make payment arrangements with you or direct you to agencies that offer energy assistance.

RETURNED CHECKS Checks returned for nonsufficient funds may be redeposited electronically.

BILLING OPTIONS

Inland Power offers multiple billing options including budget, seasonal and annual billing. Please contact our member service department, or visit our website for full details, to sign up for these services.

ESTIMATED BILLS

Our estimating procedure is based on past use. Your bill will be adjusted to actual when we receive a meter reading. If a current monthly meter read is not reported, a \$3.00 fee for estimating your account will apply.

METER READING

One way Inland Power keeps costs down is by having our members in rural areas read their own meters. We recommend you read your meter at the same time each month as this keeps your bills consistent from month to month and enables us to assist you in energy use and conservation. You can report your monthly meter reading online, on your payment stub or by calling our 24-hour meter reading line at (509) 789-4293.

PROJECT SHARE

Project Share is a community-sponsored program that provides emergency heat assistance to homes throughout Inland's service area. You can give to Project Share by filling in your donation amount on the remittance stub. Please contact our office if you would like information on how to apply for Project Share funds.

CALCULATING ENERGY USE

Please visit our website at www.inlandpower.com for details on calculating your home energy use.

ENERGY EFFICIENCY

Energy efficiency is your best long-term solution for managing your electric bill. Please visit our website to see full details.

CALL 811 BEFORE YOU DIG PROGRAM

Dial 8-1-1, the national "Call Before You Dig" phone number, at least 72 hours before engaging in any type of excavation work. They will mark any underground lines on your property. For more information visit www.callbeforeyoudig.com.

- **Service Availability Charge** The service availability charge is for expenses incurred regardless of how much energy you use, such as monthly costs for operations, maintenance of plant, taxes, insurance and depreciation (previously facilities charge).
- **Transfer Fee** A \$20 fee to initiate electric service in your name.

10. BILLING MESSAGES

These messages refer specifically to your account and may include messages about your budget billing renewal or meter reads for your account.

11. TAXES AND BPA FISH & WILDLIFE COSTS

This section outlines what portion of your monthly bill goes to city tax, state tax or BPA Fish & Wildlife costs. These are based on a percentage of your monthly electric usage.

12. METER READ

If required, this is the area that will be used to report your meter read each month. You can submit your meter read to Inland Power in this box, online at inlandpower.com or by calling (509) 789-4293.

13. ACCOUNT SUMMARY

This is a summary of your membership number, date your bill is due, total amount due and amount paid. You can also use this portion of the bill to designate if you would like to make a donation to Project Share.

- **Project Share** Project Share is a community-sponsored program that provides emergency energy assistance to homes throughout Inland's service area. You can give to Project Share by filling in your donation amount on the remittance stub or by contacting the Inland Power office.

14. CONTACT US

You can reach us by email, web, phone or in person.

- **15. IMPORTANT INFORMATION** This is a listing of information you may find helpful such as your payment and billing options, energy efficiency resources and other important information regarding services Inland Power offers.

9. DETAILS OF CURRENT CHARGES

This section details the current charges for your account including energy charges, service availability charges, outdoor lighting/street lighting and fees.

- **Demand Charge (For Commercial Accounts)** A \$3.06 per kW of demand exceeding 50 kW. Demand charges that vary from unity by more than 3% may be corrected to a 97% power factor, leading or lagging, for billing purposes.
- **Disconnect Notice Fee** A \$10 fee will be charged for delivery of the notice and additional billing processing.
- **Energy Charge** The energy charge is for generating energy and delivering it to your home. The total amount of energy (kWh) you use is multiplied by the charge for each kWh.
- **Membership Fee** A one-time \$10 fee for membership in the Inland Power co-op.
- **Meter Reading Estimation Fee** Fee for processing a meter read estimation for your monthly bill.
- **Net-to-Gross Charges** Bills are currently calculated on a 5% net discount basis. Bills not paid by the due date revert to a gross basis and the 5% net-to-gross fee is charged to your account.
- **Outdoor Lighting/Street Light Charge** The outdoor lighting/street light charge is for those members that have lights on/near their properties, which Inland Power maintains (previously security light charge).

