

Frequently Asked Questions: Equal Payment Plan

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1. What is the Equal Payment Plan?

Our Equal Payment Plan (EPP) helps you manage your budget by allowing you to pay an estimated, equal monthly amount. Your account will be subject to review throughout the year to ensure that there are no spikes in your water usage from things like leaks. Every 12 months, we will balance what you've paid with your actual use.

2. Who is eligible to participate?

Thurston PUD customers whose accounts are in good standing, have had active accounts for 12 months or more and have been billed at Standard PUD Rates for 12 months or more are eligible to enroll in EPP. An account is in good standing if service there have been no returned payments in the last 12 months, have less than 2 late payments, has a zero balance (\$0) and has not been removed from EPP for nonpayment of bills within the previous 12 months.

3. When can I enroll in EPP?

Open enrollment begins August 1 and ends August 31.

4. How do I enroll in EPP?

You can enroll by submitting a completed application. The online and paper applications can be found at www.ThurstonPUD.org or you can request an application by calling us at (360) 357- 8783.



You can submit your application the following ways:

Email: CustomerService@ThurstonPUD.org

Fax: (360) 357-1172

Mail: Thurston PUD
Equal Payment Plan Program
1230 Ruddell Road SE
Lacey, WA 98503

5. How is my account balanced in the 12th month?

In the 12th month:

- Your account is reviewed, we look at the actual and budgeted water usage and billed amounts and determine if you have over paid or paid less than your actual water usage requires. The true up balance (credit or debit) is divided by 12 and included in the calculation of the next EPP cycle.

6. How is my monthly payment determined?

An estimate is made based upon your water usage history of the immediate last 12 months at the current location on the account.

7. What can I do if the EPP amount does not fit my budget? Is this amount negotiable?

The EPP monthly amount is calculated to spread your payments as evenly as possible across the defined 12-month period to avoid high bills during months when water usage is great, therefore, *the amount is not negotiable*.

We review your account regularly to ensure there are no unanticipated large spikes in your bills from events like leaks.

8. What happens if I miss a payment?

If you miss a payment:

- Your account is subject to a late payment charge
- If payment is not received, you may be subject to removal from the EPP program
- If you removed from EPP, all balances are due by the due date on your current bill

Many customers are enrolled in Auto Pay to avoid missing payments. To enroll in Auto Pay, visit www.ThurstonPUD.org and scroll to the bottom of the Home page. You can also speak to a Customer Service Representative who can assist you at (360) 357-8783.



9. What if I'm having trouble making my payments?

Please call to speak to a Customer Service Representative at (360) 357-8783 from 8:00 a.m. to 4:30 p.m. Monday through Friday.

10. How can I cancel EPP?

Account holders can cancel anytime by speaking to a Customer Service Representative at (360) 357-8783 from 8:00 a.m. to 4:30 p.m. Monday through Friday. If you have an outstanding balance when cancel, the total balance will become due by the due date of your current bill.

11. I just moved to a new house, can I enroll in EPP?

Not immediately, you must have at least 12-months billing history at the service location to be eligible for EPP.

12. Can I enroll over the phone?

You can initiate enrollment over the phone by requesting an application. Enrollment requires customers to sign a written agreement before they can be considered for the program.

13. Can my payment amount change during the 12-month period?

Normally, your payment will be an equal amount. However, special circumstances may result in a recalculation during the year. For example, your monthly amount may change during the year if you add services to your account or a late fee. The EPP program only budgets your water usage. Your monthly bill amount may change following any rate changes to the Base Rate and Capital Surcharges.