

Large Service Applications FAQ

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What are the Queues?

The queues essentially designate your place in line or the order in which applications will be processed. The PUD places applications in the queue after receiving an application and the associated application fee. The queues consist of:

- **Evolving Industries Queue:** An Evolving Industry is a class of customers that the District deems to be a disproportionate risk to serve.
- **General Queue:** contains applicants not defined as an Evolving Industry.

Applications in the General Queue will be given priority over applications in the Evolving Industries Queue.

How long is the application process?

Your place in the queue is based on the date the application fee was received. On a quarterly basis, the PUD will select the applications to be processed. The PUD will then develop a Plan of Service. The typical time to complete a Plan of Service is three months.

What is a Plan of Service?

A PUD document that states the scope, cost, and schedule of services agreed to by the PUD and the Applicant.

Will the PUD refund my application fee if decided to cancel my application?

No, the application fee is non-refundable. However, the applications for over 2MW of service are only required to pay half of the application fee to hold priority in queue. This is the maximum exposure if the applicant withdraws their application.

Why are large customers requesting services of 2MW and below required to pay the full amount of application fee?

Note: Applications for Evolving Industry at 2MW and below are placed in the Evolving Industry Queue regardless of size.

Applications for large customers at 2MW and below are not placed in the General Queue. Their application is sent directly to the Customer Engineering Department for processing. The Customer Engineering Department will schedule and coordinate with the applicant on the Plan of Service.

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What if I am not ready for the PUD to process my application when notified; will the PUD hold my place in the queue?

If you are not able to pay and/or not ready to proceed with the application when notified, the PUD will hold your place in the queue for up to three requests for payment. If you are not ready on the fourth request for payment, the PUD will move your application to the end of queue. The PUD and Applicant may also mutually agree to cancel the application.