



Account Number: \_\_\_\_\_

Account Name: \_\_\_\_\_

## SmartPay Terms of Service

Access your SmartPay pay-as-you-go account at any time by logging on to your account at <https://clallampud.smarthub.coop> or by calling **1-855-943-3644**. Free SmartHub mobile apps are available at the App Store or Google Play.

- **DEFINITION:** SmartPay is a pay-as-you-go (prepaid) system that **empowers customers to control their electric usage** and frequently results in lower consumption due to usage awareness. Customers are in control of monitoring balance and usage daily. Customers must provide updated email addresses and phone numbers to Clallam PUD.
- **TO START:** Pay-as-you-go customers begin with a minimum \$40 positive credit balance to activate the prepaid account. This amount will be applied toward future energy usage. It is your responsibility to maintain a positive credit balance to continue electric service. A new meter may be installed.
- **IMPORTANT DIFFERENCES:**
  - No more monthly bills in the mail. **No more late fees.**
  - Budget payment plan, monthly automatic payments, and scheduled donations are not available on SmartPay.
  - Customers with Medical Alerts may choose to be on SmartPay.
  - Customers on low-income discount rates may sign up too.
  - Weather information provided is based on your location's zip code.
  - No payment arrangements are available as you control the amount and frequency of your payments
  - All CAP/agency pledges will be posted to the account at the time of pledge. If payment is not received from the assistance agency within 45 days the pledge will be removed from the account.
- You may choose to receive alerts via emails, texts and phone calls (email is best).
- **DEPOSITS:** Once it is determined the account is approved for SmartPay, any existing deposit on the account will be credited towards your account balance.
- **DISCONNECTS:** Electric service is subject to immediate disconnection if at any time the account does not have a credit balance. If service is disconnected, any outstanding balance plus the minimum \$40 credit balance to reactivate the account must be paid before service will be restored. Partial payment of the outstanding balance will not result in reconnection. If the account includes a Debt Recovery balance, 25% of the total Debt Recovery balance must also be paid prior to service restoration.
- **RECONNECTS:** Reconnection typically occurs within 15 minutes of adequate payment. If reconnection does not occur within one hour from the time payment was made, please contact your nearest PUD office during normal business hours. Customers are responsible for informing the PUD if there is a safety-related or other reason not to remotely reconnect the service within the typical reconnection time of 15 minutes, and when a suitable time would be to resume service. Customers are responsible for being present at the service location during the reconnect.

## SmartPay Terms of Service

- **PAYMENT CHANNELS:** We offer a wide variety of payment channels to make payments. Payment balance on receipts will not reflect daily SmartPay balance. We **do not** recommend making payments by mail or drop box due to the unpredictability/delay of mail delivery. Payment Channels include:
1. Web: <https://clallampud.smarthub.coop>
  2. Telephone: **(855) 943-3644** - 24 hours, 7 days/week
  3. Main Office: 104 Hooker Rd – Sequim (7:00am-5:00pm -Monday-Thursday)
  4. Forks: 31 Spartan Avenue – Forks (7:00am-5:00pm -Monday-Thursday)
  5. Sekiu: 15 Sekiu Airport Road – Sekiu (8:00am-11:30am–12:00pm-4:00pm Wednesday)
  6. Kiosks: Blyn Longhouse Market & Deli Payment Kiosk, 271021 Hwy 101, Sequim  
Lower Elwha Food & Fuel, 4773 S Dry Creek Rd, Port Angeles (West)  
Main Office PUD Payment Kiosk, 104 Hooker Rd, Sequim  
Mt Pleasant IGS Kiosk, 3010 E Hwy 101, Port Angeles (East)  
Neah Bay Payment Kiosk – Neah Bay Public Safety Lobby – 113 Waadah View St  
Sekiu Office – 15 Sekiu Airport Rd.
- **INSUFFICIENT FUNDS:** If a returned check or chargeback is received on the account, the amount of the return plus a return item fee will be charged to the account. If this causes the credit on the account to be exhausted, service will be disconnected.
- **OLD BILLS:** An outstanding balance on your PUD account may be paid over time through a debt recovery process. Of each pre-payment received, 25% is applied to the old balance and 75% is applied to the prepaid positive balance.
- **ENDING SMARTPAY:** If a prepaid customer chooses to convert the account back to a traditional postpaid account, a prepaid credit would first be applied to the outstanding balance and secondly to a deposit (if required). Any remaining credit would be applied to the postpaid account. If a deposit is required, all of the deposit must be paid prior to converting to a traditional postpaid account.
- **FINAL BILL:** If the service is disconnected for 14 consecutive days for non-payment, or if a customer requests discontinuation of service, the account will be closed. All applicable disconnect fees and final usage will be charged and a closing bill or refund check will be mailed to the last known address on file. **Please note:** while your power is off for non-payment, the Basic Customer Charge will still be billed to your account.

I authorize Clallam PUD to initiate a SmartPay pay-as-you-go account. I have reviewed and agreed to the terms of service for pay-as-you-go accounts. I agree to maintain a credit on my account for service to continue. I agree and acknowledge that if my credit balance reached \$0.00, I will receive notice via the Alert option(s) I have chosen, and that my service will be disconnected without further notice if I do not add funds to my account within 30 minutes after the Alert. I understand that if I choose to convert my account to a traditional post pay account, I may be required to pay a deposit at that time.

\_\_\_\_\_  
Customer Name (Please Print)

\_\_\_\_\_  
PUD Account #

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PUD Representative (Please Print)

\_\_\_\_\_  
Date

04.03.2024