

SmartPay FAQ

What is SmartPay?

SmartPay is an extremely flexible pre-paid, electricity plan (fee-free for current customers!) With SmartPay, you buy the energy you need, before you need it, on your schedule, not ours.

Why should I sign up for SmartPay?

If any of the below sound like you, you may be a good fit for SmartPay:

- You'd like more control and flexibility over when and/or how much you pay for electricity.
- You'd like to be able to track your daily energy usage.
- Your income doesn't always arrive in time to meet your PUD bill due date.
- You want to avoid paying fees for things like late payments, deposits, reconnects, collection, etc...

How do I apply for SmartPay?

You can apply online at your computer, via the SmartHub app on a mobile device, by calling 360-452-9771 (toll-free 800-542-7859), or in person at your local PUD office. *Note:* You must be enrolled in SmartHub, the PUD's online customer account management portal, to be able to sign up for SmartPay. To enroll, visit www.clallampud.net.

If I sign up for SmartPay, can I cancel?

You can discontinue SmartPay service at any time, just give us a call.

Are the rates different for SmartPay?

You'll pay the same rate as you're paying now. For most residential customers, that's:

- A per-kilowatt-hour usage charge based on your electrical consumption, and:
- The monthly Basic Customer Charge, plus taxes, divided into a daily charge.

How do I make payments?

You can make credit/debit card payments, or checking account, anytime, 24/7 at www.clallampud.net or on your smartphone via the SmartHub mobile app. Pay-by-phone 24/7 by calling 1-844-239-0074. You can make payments by cash, check, debit or credit card at your local PUD office, during office hours, or at any of our new payment kiosks.

How much do I need to pre-pay to get started?

After your eligibility is confirmed, you'll need a starting balance of over \$40 in your account. **Bonus:** if you paid funds towards a security deposit (not agency assistance funds), you can use it to pay any balance due, and any funds left over will be applied towards your beginning SmartPay account!

Will I still receive a monthly billing statement?

No, but you can monitor your energy usage via SmartHub online, or via the mobile app on your smartphone.

How will I know how much money I have left on my account?

You can check your account balance anytime via our automated phone system, online or via the mobile app on your smartphone OR call or stop by your local PUD office during business hours.

How can I figure out if I've prepaid enough energy for my needs?

SmartHub not only provides you with online access to your account, it also has a tool that estimates how much you'll need to pre-pay to cover the number of days you select.

How do I know if my funds are running low?

When you sign-up for SmartPay, you will choose up to three ways to receive Low Balance Alerts: phone, email &/or text message. When your balance reaches \$20, we'll send you a Low Balance Alert using the method(s) you chose.

What happens if my balance reaches \$0?

You will receive notice (via the Alert options you chose when signing up) that you have 30 minutes to add funds to your account. To keep the power on, simply add funds to your SmartPay account before the deadline.

What happens if my SmartPay balance reaches \$0, and I don't add funds to my account?

If you don't add funds to your account by the deadline, your power will automatically shut off. To restore service, you must have over \$40 in your account. Once your account has over \$40, your power should turn on within fifteen minutes. **Please note:** while your power is off, the Basic Customer Charge will still be billed to your account. For more details, please read the Terms of Service.

SmartPay sounds great! What's the catch?

There's no catch, however there are a few guidelines: SmartPay offers a lot of flexibility, but you'll need to watch your SmartPay balance and energy usage closely. If you try to use more energy than you've paid for, your power will shut off automatically – just like a car running out of gas. Residential customers with PUD Water, Sewer and/or CT meter service, are not eligible for SmartPay. SmartPay cannot be used with the Average Payment Plan, monthly automatic payments, or scheduled donations to agencies. SmartPay customers may still receive Low-Income Disabled or Low-Income Senior Discounts. Other restrictions apply; please read the Terms of Service at www.clallampud.net for details.

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IS SMARTPAY RIGHT FOR YOU?

Take control of your account with SmartPay, a prepaid electricity plan that you manage from your computer or mobile device! Free yourself up from deposits and manage your account from the convenience of your computer or smart phone. SmartPay allows you to:

- Pay what you can, when you can, anytime 24/7!
- Track your daily usage
- Avoid late fees, reconnect fees, and collection fees

Bonus: if you paid a security deposit, you can use it to pay any balance due, and any funds left over will be applied towards your beginning SmartPay account!

Call 360-452-9771 or 800-542-7859 to sign up!



Bringing Energy To Life™