



FREQUENTLY ASKED QUESTIONS

Q. I was already enrolled to receive my statements electronically prior to the Web Pay service. Will that change?

A. Yes. You will now need to enroll in eService and select that you do not want to receive a paper statement. From that point forward you will receive an email notification when your statement is ready for you to login and retrieve.

Q. What if I don't have a computer to enroll in eService?

A. As long as you have an email address, you can access the PUD website and eService through any computer, such as a computer at school or at your public library, or even over your internet-enabled phone or tablet! There will also be a computer available for assistance with the enrollment process at the PUD Main Office in Port Angeles.

Q. What if I don't even have an email address?

A. If you do not have an email address, contact a Customer Service Representative at your area office for assistance. You may also sign up for Auto Pay through Electronic Funds Transfer from your bank account by requesting a form from Customer Service or obtaining the form from our website. You will find this form by clicking the Customer Service link at the top of this website, then selecting Payment Options.

Q. How do I change my Auto Pay information?

A. To change either your card number, or remove accounts from Auto Pay, sign in to eService and click on the "Auto Pay Options" screen in the blue menu bar at the top of the screen. (**Do NOT** try to change your auto pay information by selecting the "Edit My Information" screen as this screen is to be used to store card information for one-time payments. It will not work for Auto Pay.) Click the buttons for "Yes" or "No" next to the account number(s) to turn Auto Pay on/off for each account. In the box below this, you can change the credit/debit card used by selecting Credit/Debit Card from the Pay Type drop-down menu. Once selected, the section will expand to allow you to fill in the information for the credit or debit card that you wish to use to have your bills automatically paid each month. Click "Submit Request" at the bottom of the screen to complete your update. See the Auto Pay Tutorial for step by step instructions.

Q. I forgot my password - is there a way to recover it?

A. Click the link beside "Lost Password?" on the sign in screen and enter your account number (including the digit after the dash) and the four digit pin you created when you registered. You can also use the Contact Us link at the bottom of the sign in screen to send us an email or obtain the phone number to reach Customer Service at your area office. In either case, you will be emailed a link to create a new password.

Q. How do I change my e-mail address or make other account changes such as paperless billing?

A. Sign in to Web Pay using your old email address as your ID and click the Edit My Information link in the blue menu bar at the top of the screen. Here you can make changes to your account information or check the box that asks if you would like to continue to receive paper statements via U.S. Mail. Note that if you change your e-mail address, the new e-mail address will now be your sign in ID.

Q. How can I view my online payment history?

A. To view your past payment history, click on the "Web Pay History" link in the blue menu bar at the top of the page