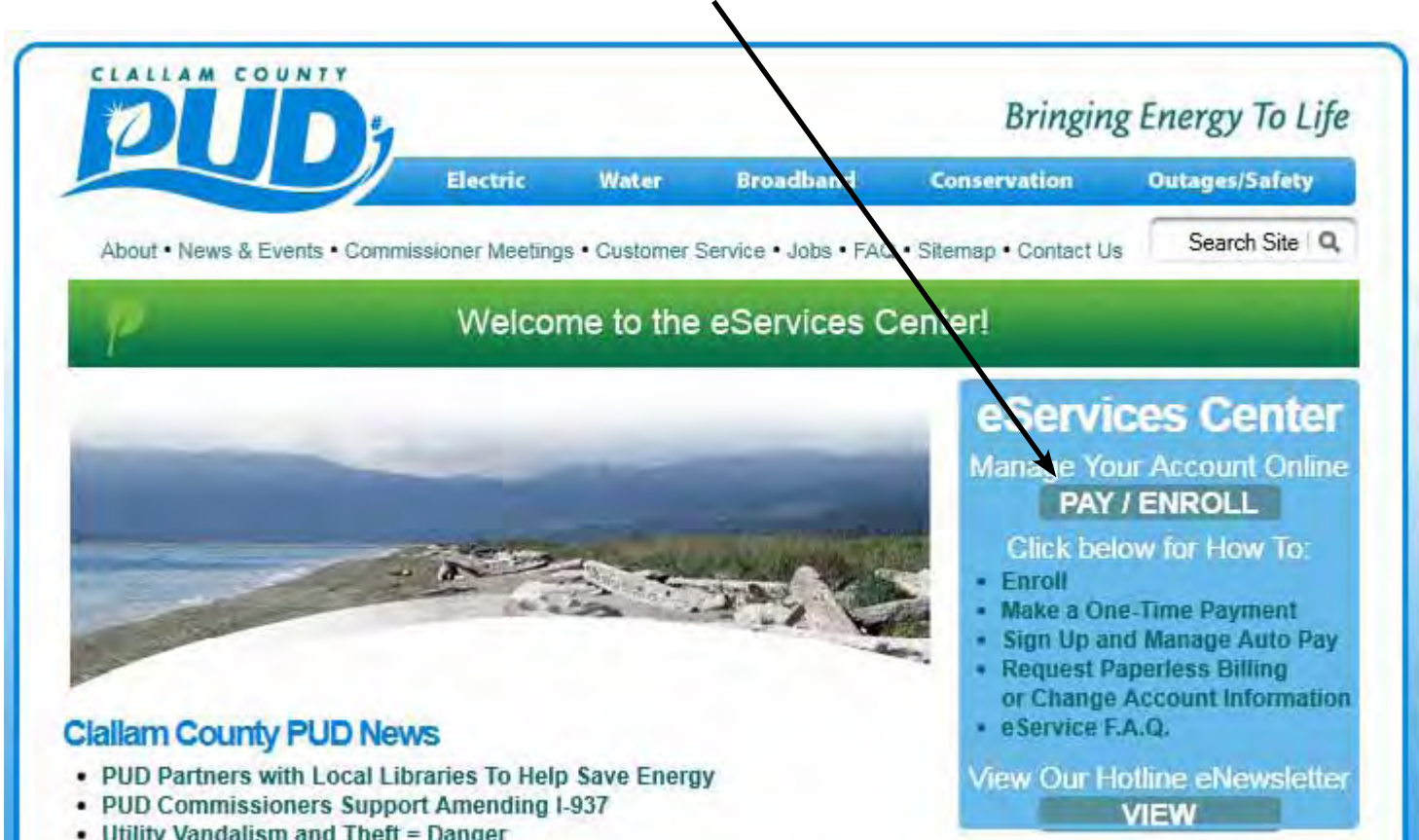


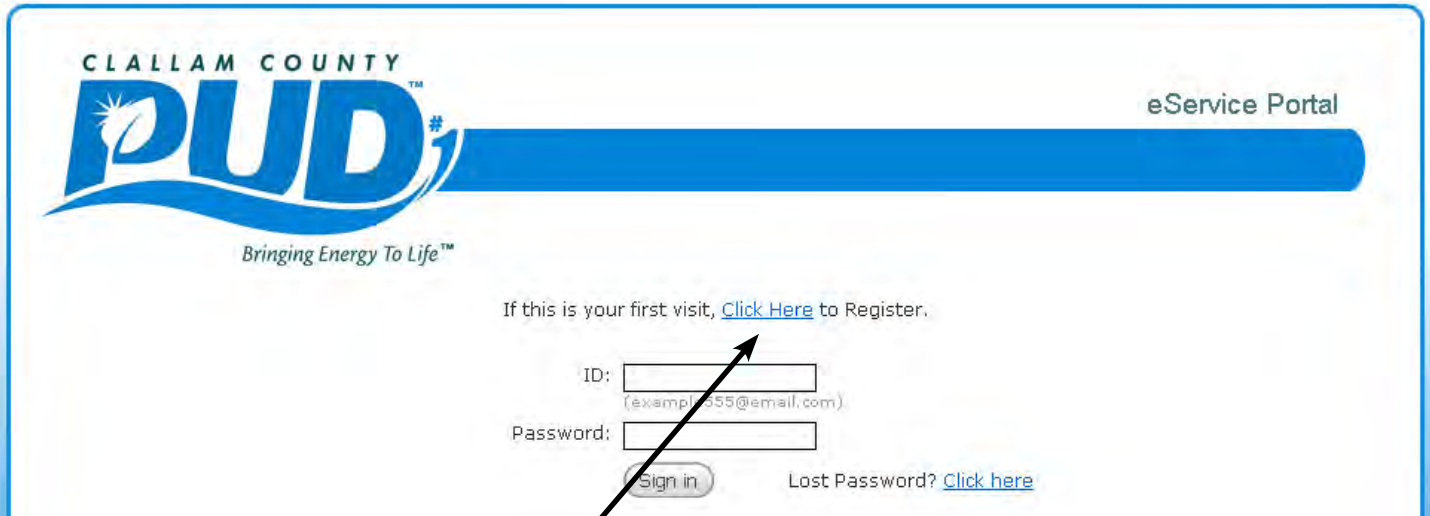
The PUD eService Center offers our customers the ability to access and pay your bill online through the PUD website. This service saves you time and money over driving to your local PUD office to pay your bill in person, or of writing out a check and mailing your payment. In addition, as identity theft becomes more prevalent and complex, you keep your information accessible only to you. To decrease the chance of your information being compromised by mail, you can also opt to have your statement presented electronically via the eService Portal and you are notified via email when it is available for viewing and payment.

**I. Enrollment**

To sign up for eService, have a copy of your statement available and from the PUD homepage at [www.clallampud.net](http://www.clallampud.net), click the “PAY/ENROLL” button.



You will be taken to the Registration/Sign In page for the eService Portal:



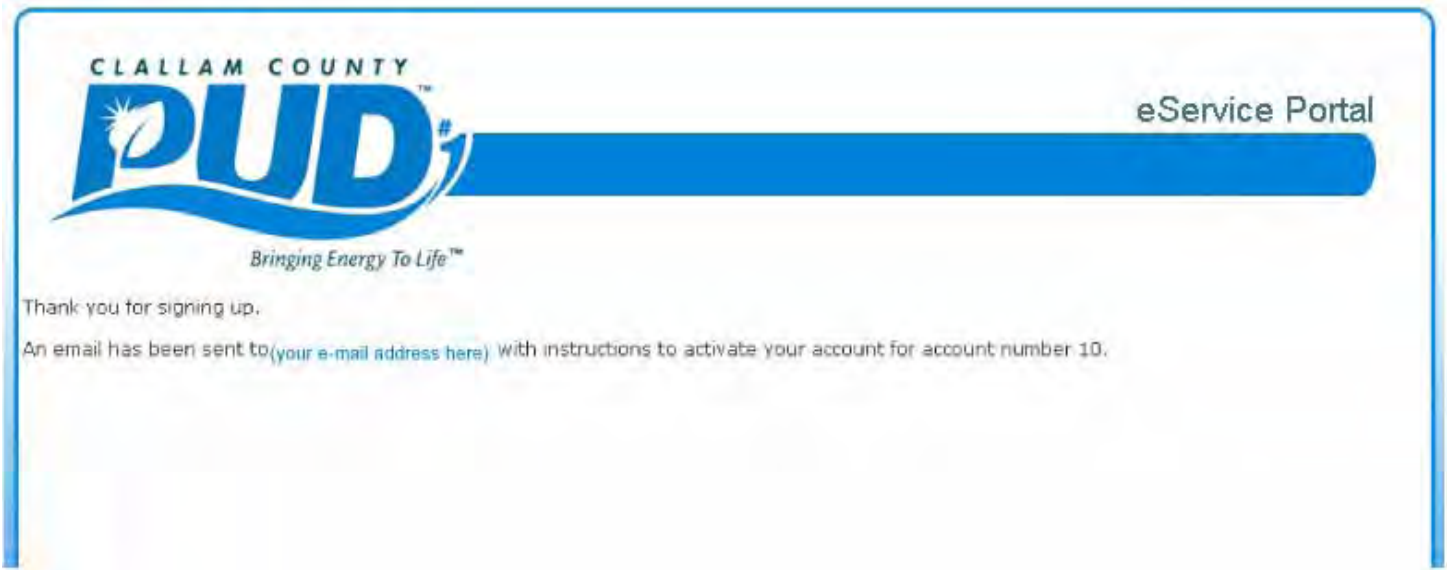
If this is your first time enrolling, click here to register, otherwise, skip to **Section II. Sign In.**

Fill in the fields in the Sign Up screen as directed by the instructions in grey. The 4-digit PIN number is any four (4) digit number of your choice. *Choose a PIN you can easily remember because you will need it in case you need to recover your password.* **NOTE:** Check Yes/No to indicate if you would like to continue receiving paper statements via US Mail. When you have completed filling in all fields, click the "Sign up" button at the bottom of the screen.

The "Sign up" form contains the following fields and instructions:

- Your current email address:**  (example555@email.com) This will be used to sign in to your account
- Password strength:** Password not entered
- Password:**
- Instructions for password creation:**
  - At least 8 characters long
  - At least one lower case letter: a-z
  - At least one numerical value: 0 to 9
  - At least one of the following Punctuation: - ! @ # \$ % ^ & \* ) ( = \_ + , . | ~
  - Must not contain any other kind of punctuation
  - Your password cannot contain your login as a part of it.
  - Previously used passwords cannot be used. (will be checked after submission)
  - We suggest to use at least one upper case letter: A-Z
- NOTE:** Your password will expire in 1 year. You will be required to select a new password at that time.
- Confirm Password:**
- Account Number:**  -  (Located on your statement, including the digit after the dash)
- 4 Digit PIN number:**  (IMPORTANT: Choose a number you know well as it will be used with password recovery)
- Do you wish to receive a paper statement via US Mail?**  Yes  No
- Buttons:** Sign up, Cancel

Your enrollment is successful if you receive the following screen:



Check your email for an account activation email from “Clallam County PUD”, with the subject line “Account activation for PUD #1 of Clallam County.” The email message will provide a link to click to activate your account. Be sure to check your spam filter if the email does not appear in your inbox within an hour after submittal.

Upon clicking the activation link, your browser should take you to a page that reads “Thank you Your account has now been verified. You will be taken to the login form in 15 seconds.”

## II. Sign In

From the PUD homepage, click the “PAY/ENROLL” button to access the eService Portal. Upon being directed to the Sign In page, enter your ID (your e-mail address) and the password you created during enrollment. Click the “Sign In” button to continue.

The screenshot shows the Clallam County PUD eService Portal Sign In page. The logo for Clallam County PUD is at the top left, with the tagline "Bringing Energy To Life™". The text "eService Portal" is at the top right. Below the logo, there is a blue horizontal bar. Underneath the bar, the text reads: "If this is your first visit, [Click Here](#) to Register." Below this, there are two input fields: "ID:" with a text box containing "(example555@email.com)" and "Password:" with a text box. Below the password field is a "Sign in" button and a link "Lost Password? [Click here](#)".

The View/Pay Bill screen will appear, which shows a summary of the information about all accounts under your name. There are also links in the blue bar at the top to the “Edit My Information” and “Auto Pay Options” pages. See the other tutorials for details about each of these pages.

The screenshot shows the Clallam County PUD eService Portal View/Pay Bill screen. The logo for Clallam County PUD is at the top left, with the tagline "Bringing Energy To Life™". The text "eService Portal" is at the top right. Below the logo, there is a blue horizontal bar with the following links: "View/Pay Bill", "Edit My Information", "Auto Pay Options", "Web Pay History", and "Log Off". Below the bar, the text reads: "Welcome Test Account". Below this, there is a red warning message: "\*\*\*\*\*PLEASE READ BEFORE PAYING\*\*\*\*\* THIS SCREEN IS FOR ONE TIME PAYMENTS ONLY. IF YOU WISH TO REGISTER FOR AUTO PAY SELECT IT FROM THE MENU BAR ABOVE. ENTERING INFORMATION ON BOTH SCREENS WILL CAUSE YOUR BILL TO BE PAID TWICE." Below the warning, there is a text box: "You may view and pay your bill below. If you wish, you may change the amount in the Payment box." Below this, there is a table with the following columns: "Account", "Service Address", "Last Payment Date", "Amount Paid", "Amount Due", "Due Date", "Payment", and "View Bills". The table contains three rows of data. Below the table, there is a "Payment Total" section showing a total of \$10.00. Below this, there is a "One-Time Payment" section with a text box for "Credit or Debit Card Number:".

Account	Service Address	Last Payment Date	Amount Paid	Amount Due	Due Date	Payment	View Bills
7	2431 E. Highway 101	2011-05-12	\$104.00	\$0.00	2010-05-03	\$ 0.00	
8	2431 E. Highway 101	2011-05-12	\$99.00	\$0.00	2010-04-19	\$ 0.00	
9	2431 E. Highway 101	2011-06-01	\$45.00 Pending	\$10	2010-05-03	\$ 10	

**Payment Total** \$10.00

**One-Time Payment**

Credit or Debit Card Number:

### III. Log Off

To exit the system, click on “Log Off” in the blue header bar at the top of the page. *Note: Be sure to click on “Log Off” and close your browser to ensure you have exited your session.*

