



FAQ's for Clallam PUD customers

- Will my existing (*pre-November 7, 2016*) eBill or Autopay work with SmartHub?
- Will my existing (*pre-November 7, 2016*) stored credit card and/or checking account information be available in SmartHub?
- What is the difference between SmartHub “Account Access” and “Pay Now” SmartHub?
- What if I don’t have an email address. Can I still sign up for SmartHub Account Access?
- Which web browser can I use?
- Can I use SmartHub with my mobile device?
- What is the difference between the Mobile App and the Web Version of SmartHub?
- Is my phone or tablet supported?
- Is the App secure?
- Do I have to buy the App?
- Is there a charge for using SmartHub?
- My e-mail address has changed since I first registered for SmartHub Account Access. What do I do?
- I’ve lost my password. How do I retrieve it?
- What form of payments do you accept?
- When can I pay my electric bill using SmartHub?
- When will my payment get posted to my account?
- May I set up my account for Auto Pay on SmartHub Account Access?
- Is my online electric bill, account information and payment information confidential?
- If I enroll in SmartHub Account Access, will I still receive a paper copy of my bill?
- If I enroll in SmartHub Account Access, do I have to use SmartHub Account Access every month and not use another form of payment?
- Can I register more than one ID to view and/or pay on my account?
- When does my bill appear online each month?
- Can I make a payment on multiple accounts?
- How current is the account information I see in the App or on the Web?
- How do I sign up for notifications? What if I want to receive notifications for multiple accounts?
- How do I find your offices and payment locations?
- What is the recommended screen resolution for SmartHub on the web?
- What do the color codes represent on the mobile application My Usage screen?
- In SmartHub web, my tab buttons are not highlighted to indicate what screen I am on and the Utility logo is centered on the page. Why is it displaying this way?
- Who do I contact for technical difficulties when using SmartHub?

Q. Will my existing (*pre-November 7, 2016*) Autopay or eBill or work with SmartHub?

A. No. Any customer who uses Autopay or eBill must re-register with the new SmartHub portal on our website or via the App.

Q. Will my existing (*pre-November 7, 2016*) stored credit card and/or checking account information be available in SmartHub?

A. No. All customers will need to re-register in SmartHub. We are not migrating any of this information over to the new site due to security reasons.

Q. What is the difference between SmartHub “Account Access” and “Pay Now” SmartHub?

A. SmartHub Account Access is a self-service site. The user is required to register with an e-mail address. Once registered, SmartHub Account Access allows access to the user's account(s) information such as billings, pay history, notifications, usage history and comparison tools. “Pay Now” SmartHub is an easy bill pay with no registration required. The user has access only to the payment screen for their accounts.

Q. What if I don't have an email address. Can I still sign up for SmartHub Account Access?

A. To be a registered SmartHub Account Access user, the SmartHub Account Access payment system requires an e-mail address for proper identification. If you don't have an e-mail address, consider choosing a free e-mail service. If you do not have an email address and/or do not wish to register for SmartHub Account Access, you can use our “Pay Now” SmartHub system without signing up as a registered SmartHub Account Access user.

Q. Which web browser can I use?

A. Any web browser of your choosing will work.

Q. Can I use SmartHub with my mobile device?

A. Yes. SmartHub Mobile is designed to work with both Apple (iOS) and Android products. SmartHub Mobile is similar to SmartHub Account Access. It allows you to manage all aspects of your utility account on your mobile device, including making a payment. Go to your app store and search for the SmartHub app from National Information Solutions Cooperative (NISC) to download the mobile app. The service provider name is Clallam County PUD.

Q. What is the difference between the Mobile App and the Web Version of SmartHub?

A. Our mobile App that can be downloaded and installed on your compatible mobile phone or tablet device. The Web version is internet accessible from any web enabled device. Both the App and the Web version give you secure access to maintain your account information, view your bills, see payment history, make payments on one or more accounts, set up recurring payments and report outages. They also allow you to monitor and manage your usage by use of graphics and usage markers (date range or point in time). The App allows you to find and get directions to office locations, and payment drop boxes using the map feature on your device.

The Web version allows you to register your account(s) to receive notifications for account milestones, such as an approaching or a missed due date. It also allows you to set usage markers (date range or point in time) to monitor the changes in your usage. The Web has a Profile page available for you to maintain your personal information, password, security pass phrase and stored payment methods.

Q. Is my phone or tablet supported?

- A. Our App is supported on the following platforms:
IOS 3.1 and above (iPhone and/or iPad)
Android 2.1 and above (Smartphones or tablets)

Q. Is the App secure?

- A. Yes! All critical information is encrypted in every transaction run and no personal information is stored on your mobile device. Mobile devices do offer you the ability to store your login information for Apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account, so please be aware of this.

Q. Do I have to buy the App?

- A. No. Our App is free to download and install.

Q. Is there a charge for using SmartHub?

- A. No. The SmartHub service is free.

Q. My e-mail address has changed since I first registered for SmartHub Account Access. What do I do?

- A. Log into SmartHub Account Access with your old address and click “My Profile” tab at the top. Provide the necessary information to make your change.

Q. I've lost my password. How do I retrieve it?

- A. From the SmartHub Account Access login page, click “Can't access your account”. Enter your account number, name, e-mail address and answer a security question and you will be able to reset your password.

Q. What form of payments do you accept?

- A. Clallam PUD accepts Visa, MasterCard and electronic check.

Q. When can I pay my electric bill using SmartHub?

- A. The SmartHub payment site is available 24 hours a day. You also may make multiple payments during the month to your account.

Q. When will my payment get posted to my account?

- A. Most payments are posted within an hour of being paid. Occasionally, posting may be delayed due to maintenance, but all payments made during business hours will be posted by close of business, and all after hour payments will be posted by close of business the following business day.

Q. May I set up my account for Auto Pay on SmartHub Account Access?

- A. Yes. Under the Billing and Payments tab, click on the “Auto Pay” link and then click on the “Sign up for Auto Pay Program” link for the account you would like set up. Complete all of the required fields to enroll.

Q. Is my online electric bill, account information and payment information confidential?

- A. Yes. The SmartHub website is a secured website.

Q. If I enroll in SmartHub Account Access, will I still receive a paper copy of my bill?

- A. Yes. Unless you choose to enroll in Clallam PUD's Paperless Billing program, you will continue to receive a paper bill each month. We encourage paperless billing.

Q. If I enroll in SmartHub Account Access, do I have to use SmartHub Account Access every month and not use another form of payment?

A. No. You still can pay your bill through other available options. Payments may be brought to any of our offices, mailed using the envelope included with your bill, or by phone at 844-239-0074.

Q. Can I register more than one ID to view and/or pay on my account?

A. No. The SmartHub Account Access payment site only allows one user ID and e-mail address per membership.

Q. When does my bill appear online each month?

A. This depends on your billing cycle, which will remain the same as it is now. Once you register for SmartHub Account Access, you will receive an e-mail each month when your current bill is available to view and pay.

Q. Can I make a payment on multiple accounts?

A. Web: To pay the total amount owed on all accounts, click the Pay Now button in the upper right corner of the screen or the Make Payment button on the home page. You can also make a payment to a single account or partial payments to all accounts by clicking on the Billing & Payments button. It will allow you to check the accounts to be paid and change the amount for each account by clicking on Other Amount. After entering the amounts to be paid click the Pay Now button.

App: Tap the Bill & Pay gadget. If paying the total amount due, tap the Pay button. If paying a partial payment, tap the Pay Partial Amount, tap on the account and adjust the Pay Amount.

Q. How current is the account information I see in the App or on the Web?

A. The information you see in the App and in the Web is shown in real-time, so it's always accurate. However, if you keep your App or the Web version open for an extended period of time, you should refresh the page by selecting a new option in order to ensure the information is still current.

Q. How do I sign up for notifications? What if I want to receive notifications for multiple accounts?

A. You must log into the Web and click on Notifications. Select preferred notification method (Text, Mobile Push, Email or Phone) and fill out the appropriate notification information based on your selection. Click Next to continue, verify the notification parameters and confirm. If you have multiple accounts, while you are setting the notification it will prompt you to indicate which account the notification is for.

Q. How do I find your offices and payment locations?

A. On the App, tap the Map and you will see all the office and payment locations available to you. To get directions, tap the location and an address box comes up. Tap the address box and the Map/GPS Navigator options appear. Tap on the preferred method and follow the instructions.

Q. What is the recommended screen resolution for SmartHub on the web?

A. 1280 x 1024

Q. What do the color codes represent on the mobile application My Usage screen?

A. The colors represent a visual indication of your usage. Red indicates the highest usage for the range of days displayed, brown is the second highest, etc. Green indicates average usage.

Q. In SmartHub web, my tab buttons are not highlighted to indicate what screen I am on and the Utility logo is centered on the page. Why is it displaying this way?

A. Even though you may be running Internet Explorer 8 or later, some of your websites could be displayed in version 7 compatibility mode. To check this, open Internet Explorer, select Page, and click Compatibility View Settings. Any websites that are listed will display in version 7 compatibility mode. Remove the SmartHub web site from this list.

Q. Who do I contact for technical difficulties when using SmartHub?

A. During business hours, 8 a.m. to 4:30 p.m. (8:30 a.m. to 3:30 p.m. in Sekiu) Monday through Friday, contact your local branch office to speak with a Customer Service Representative. We currently do not offer after-hours support.