Access to Clallam County Web Pay is from the homepage (www.clallampud.net). To register or sign in to Web Pay, click on “Pay My Bill.”

**Q. How do I sign up for paperless billing?**

**A.** Register or sign in to Web Pay, then click the “Go Paperless” button at the top center of screen. You will receive an email notification with your bill amount when your statement is ready for you to login and retrieve.

**Q. How do I view my statements?**

**A.** Sign in to Web Pay and select "Pay/View Bill." Click the magnifying glass to the right of your account number. There you will find pdfs of your current statement and 11 months of previous statements.

**Q. What if I don't have a computer?**

**A.** As long as you have an email address, you can access the PUD website through any computer, such as a computer at school or at your public library, or even over your internet-enabled phone or tablet! There also is 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, you can pay by phone. Call 888-402-0663 and follow the prompts. Be sure you have your full Account # including the digit after the dash and your credit or debit card (VISA, MC or Discover) information. You may also sign up for Auto Pay through Electronic Funds Transfer from your bank account by requesting an EFT form from Customer Service or obtaining the form from our website by clicking the “Payment Options” link.

**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 your Web Pay account, then click on “Auto Pay”. (**Do NOT** try to change your auto pay information by selecting “Edit My Information” as this screen is 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 under “Payment Options” 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 to 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?**

**A.** Sign in to Web Pay using your old email address as your ID and click “Edit My Information”. Here you can make changes to your account information or select your preference for the types of email notifications you receive. 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, sign in to Web Pay and click “History.”