



eSERVICE ENROLLMENT

The PUD offers our customers the ability to access and pay your bill online through our 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, click the “Pay My Bill” 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 to recover your password.*

Sign up [Need help? Try this tutorial video.](#)

Your current email address:
(example555@email.com) This will be used to sign in to your account

Password strength: Password not entered

Password:

- **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**

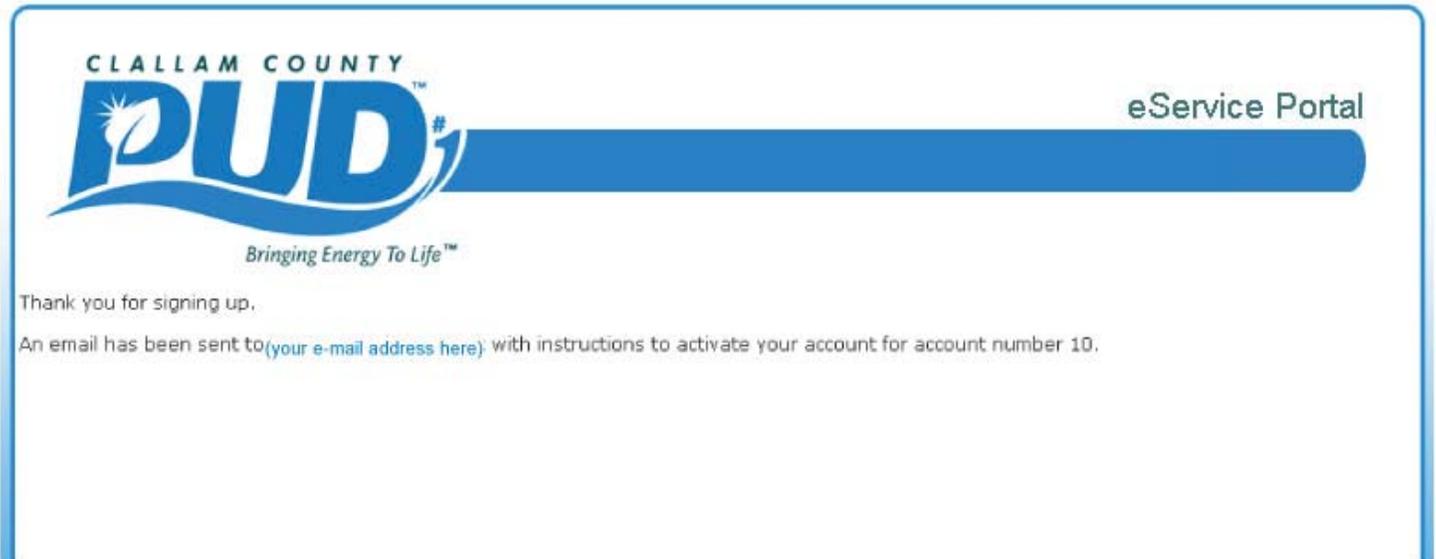
NOTE: Your password will expire in 1 year. You will be required to select a new password at that time.

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)

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.”

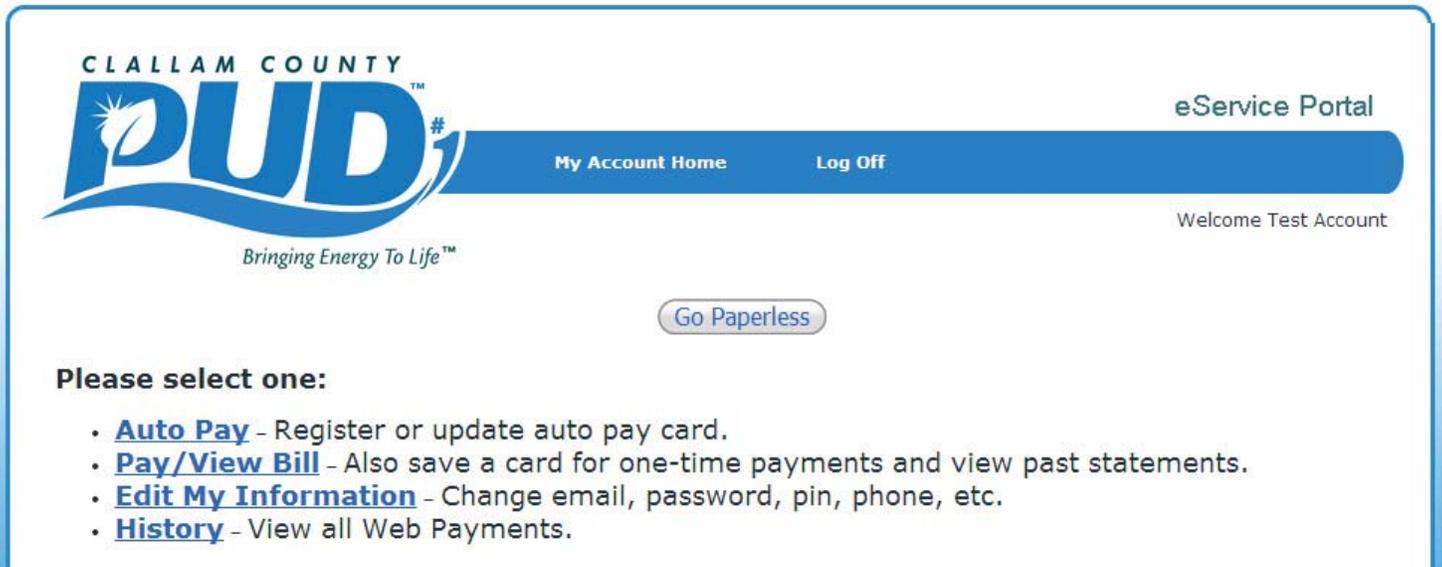
II. Sign In

From the PUD homepage, click the “Account Log In” 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. At the top left is the PUD logo with the tagline "Bringing Energy To Life™". At the top right is the text "eService Portal". 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 is the sign-in form with two input fields: "ID:" with a placeholder "(example555@email.com)" and "Password:". Below the password field is a "Sign in" button and a link "Lost Password? [Click here](#)".

The main screen will appear, which shows a list of eService options. There are also links in the blue bar at the top. You have opportunity here to select paperless billing.



The screenshot shows the Clallam County PUD eService Portal main screen. At the top left is the PUD logo with the tagline "Bringing Energy To Life™". At the top right is the text "eService Portal". Below the logo, there is a blue horizontal bar containing the links "My Account Home" and "Log Off". Below the bar, the text reads "Welcome Test Account". Below this is a "Go Paperless" button. Below the button, the text reads "Please select one:" followed by a list of options:

- [Auto Pay](#) - Register or update auto pay card.
- [Pay/View Bill](#) - Also save a card for one-time payments and view past statements.
- [Edit My Information](#) - Change email, password, pin, phone, etc.
- [History](#) - View all Web Payments.

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.*

