

# SmartPay Frequently Asked Questions (F.A.Q.)

## What is SmartPay?

SmartPay is an extremely flexible pre-paid, electricity plan (fee-free for current customers!) With SmartPay, you buy the energy you need, before you need it, on your schedule, not ours. It's kind of like buying gas for your car – or pre-paid cell phone minutes.

## Why should I sign up for SmartPay?

If any of the below sound like you, you may be a good fit for SmartPay:

- You'd like more control and flexibility over when and/or how much you pay for electricity.
- You'd like to be able to track your daily energy usage.
- Your income doesn't always arrive in time to meet your PUD bill due date.
- You want to avoid paying fees for things like late payments, deposits, reconnects, collection, etc...

## How do I sign up?

You can sign up online at your computer, via the SmartHub app on a mobile device, by calling 360-452-9771 (toll-free 800-542-7859), or in person at your local PUD office.

*Note:* You must be enrolled in SmartHub, the PUD's online customer account management portal, to be able to sign up for SmartPay. To enroll, visit [www.clallampud.net](http://www.clallampud.net).

## If I sign up for SmartPay, do I have to stay with SmartPay?

You can discontinue SmartPay service at any time, just give us a call.

## Are the rates different for Smart Pay? How much will I pay?

You'll pay the same rate as you're paying now. For most residential customers, that's:

- A per-kilowatt-hour usage charge based on your electrical consumption, and:
- The monthly Basic Customer Charge, divided into a daily charge.

## How do I make payments?

You can make credit or debit card payments anytime, 24/7 at [www.clallampud.net](http://www.clallampud.net) or via the SmartHub mobile app.

Pay-by-phone 24/7 by calling 1-844-239-0074

You can make payments by cash, check, debit or credit card at your local PUD office, during office hours.

### **After I sign up, how much do I need to pre-pay to get started?**

To get started, you'll need over \$40 in your account.

Bonus: if you paid a security deposit, you can use it to pay any balance due, and any funds left over will be applied towards your beginning SmartPay account!

### **Will I still receive a monthly billing statement?**

No, but you can monitor your energy usage via SmartHub online, or via the mobile app on your smartphone.

### **How will I know how much money I have left on my account?**

You can check your account balance anytime via our automated phone system, online or via the mobile app on your smartphone -- OR

Call or stop by your local PUD office during regular business hours.

### **How can I figure out if I've prepaid enough energy for my needs?**

SmartHub not only provides you with online access to your account, it also has a tool that estimates how much you'll need to pre-pay to cover the number of days you select.

### **Will you tell me when my SmartPay funds are running low?**

Yes, when you sign-up for SmartPay, you must choose up to three ways to receive Low Balance Alerts: phone, email &/or text message.

When your account balance reaches \$20, we'll send you a Low Balance Alert using the method(s) you chose.

### **What happens if my SmartPay balance reaches \$0?**

You will receive notice (via the Alert options you chose when signing up) that you have 30 minutes to add funds to your account.

To keep the power on, simply add funds to your SmartPay account within that 30 minute window before the deadline.

### **What happens if my SmartPay balance reaches \$0, and I don't add funds to my account?**

If you don't add funds to your account by the deadline, your power will shut off automatically.

To restore service, you must have over \$40 in your account.

Once your account has over \$40, your power should turn on within fifteen minutes.

Please note: while your power is off, the Basic Customer Charge (currently about \$1/day) will still be billed to your account.

For more details, please read the Terms of Service.

### **SmartPay sounds great! What's the catch?**

There's no catch really, however there are a few guidelines:

SmartPay offers a lot of flexibility, but you'll need to watch your SmartPay balance and energy usage closely. If you try to use more energy than you've paid for, your power will shut off automatically – just like a car running out of gas.

Residential customers with PUD Water, Sewer and/or CT meter service, are not eligible for SmartPay. Other restrictions apply; read the Terms of Service for details

SmartPay cannot be used with the Average Payment Plan, monthly automatic payments, or scheduled donations to agencies.