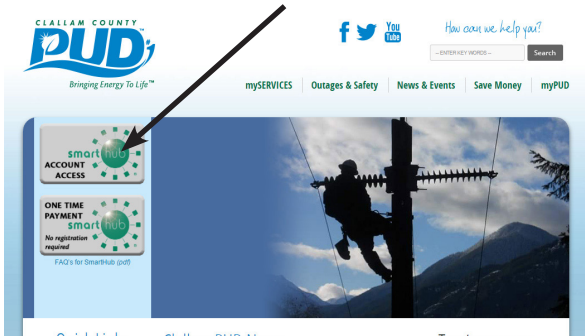


Important Information From Your Local Non-Profit Utility

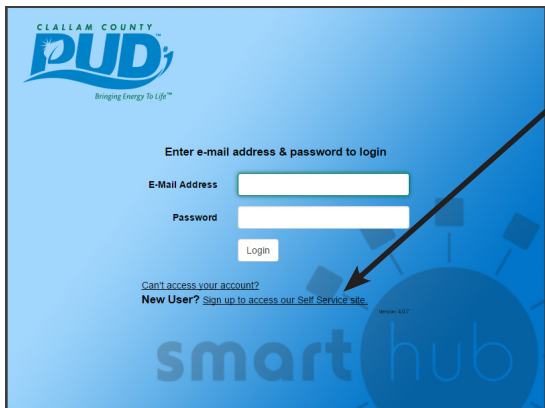
ENROLLING IN THE SMARTHUB WEB PORTAL

1. Visit www.clallampud.net and click on the new SmartHub Account Access button.



(The One Time Payment Button is for a payment to be made without enrolling in SmartHub)

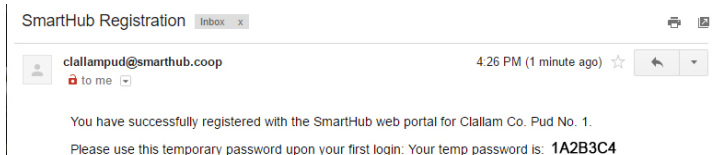
2. Click on the link next to “New User?”



3. Enter your information (**Important: Do not include the dash and extra digit in your account number as shown on old bills**) then click “Submit”

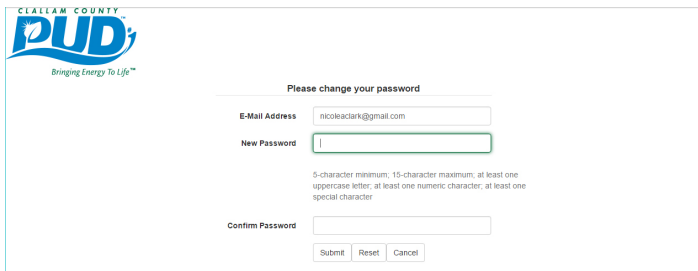
4. Complete your registration by filling in the remaining fields, check the box that you accept the Terms & Conditions, and click “Submit”

5. You will receive a confirmation screen indicating that a temporary password has been sent to the email address you provided at registration. Check your email, copy the password, then return to this screen and click “Login”. (If you closed this window already, simply return to the PUD’s website and click on the “Account Access” button again.



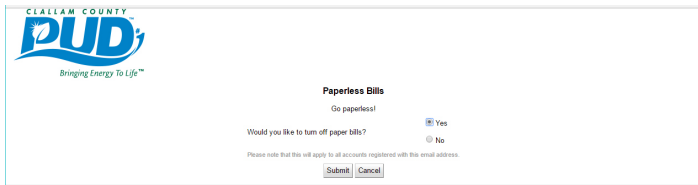
Example of Email confirmation.

5. Once you login using your temporary password, you will be directed to change your password. Enter your new password in the two fields and click “Submit”.



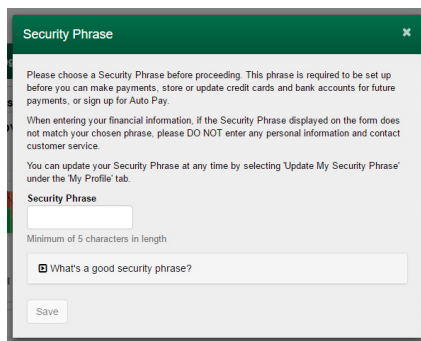
The screenshot shows the PUD website's password change interface. At the top is the PUD logo with the tagline "Bringing Energy To Life™". Below it, a heading reads "Please change your password". There are two input fields: "E-Mail Address" (containing "nicoleclark@gmail.com") and "New Password" (empty). Below the "New Password" field is a small text note: "5-character minimum; 15-character maximum; at least one uppercase letter; at least one numeric character; at least one special character". There is also a "Confirm Password" field. At the bottom are three buttons: "Submit", "Reset", and "Cancel".

6. You will be asked if you would like to go paperless and stop receiving paper bills. Select your preference and click “Submit.”



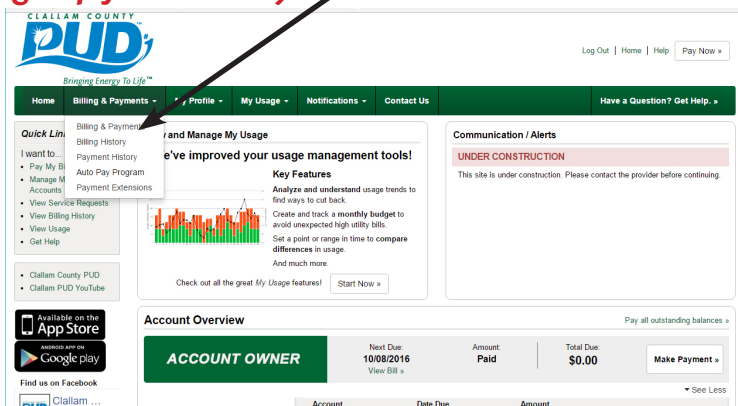
The screenshot shows the PUD website's paperless bills selection form. At the top is the PUD logo with the tagline "Bringing Energy To Life™". Below it, a heading reads "Paperless Bills". There is a link "Go paperless!". Below that is a question: "Would you like to turn off paper bills?". There are two radio buttons: "Yes" (selected) and "No". Below the question is a small text note: "Please note that this will apply to all accounts registered with this email address." At the bottom are two buttons: "Submit" and "Cancel".

7. A pop up form will appear asking you to establish a security phrase. Enter your phrase and click “Save”.



The screenshot shows a "Security Phrase" pop-up form. At the top is the heading "Security Phrase". Below it is a paragraph: "Please choose a Security Phrase before proceeding. This phrase is required to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay." Below that is another paragraph: "When entering your financial information, if the Security Phrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service." Below that is a paragraph: "You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab." Below the paragraphs is a text input field for the "Security Phrase". Below the input field is a small text note: "Minimum of 5 characters in length". Below the input field is a checkbox with the text "What's a good security phrase?". At the bottom is a "Save" button.

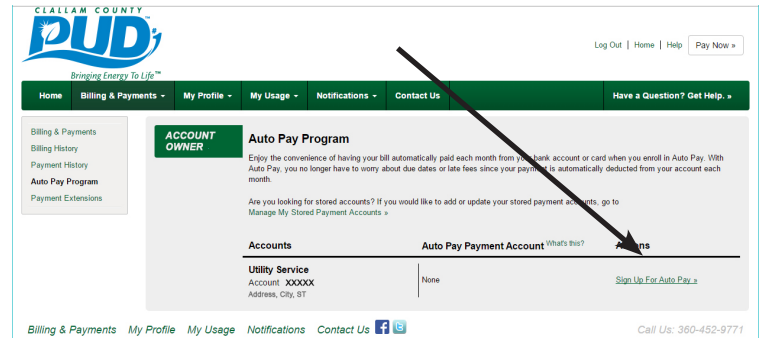
8. Congratulations - you are now enrolled! You will be taken to the main screen. **Here you can sign up for Auto Pay!**



The screenshot shows the PUD website's main screen. At the top is the PUD logo with the tagline "Bringing Energy To Life™". Below it is a navigation bar with links: "Home", "Billing & Payments", "My Profile", "My Usage", "Notifications", "Contact Us", and "Have a Question? Get Help.". Below the navigation bar is a "Quick Links" section with links: "I want to...", "Pay My Bill", "Manage My Accounts", "View Service Requests", "View Billing History", "View Usage", and "Get Help". Below the "Quick Links" section is a "Billing & Payments" section with a heading "Manage My Usage" and a subheading "We've improved your usage management tools!". Below the heading is a "Key Features" section with a list of features: "Analyze and understand usage trends to find ways to cut back", "Create and track a monthly budget to avoid unexpected high utility bills", "Set a point or range in time to compare differences in usage", and "And much more...". Below the "Key Features" section is a "Check out all the great My Usage features!" link. Below the "Check out all the great My Usage features!" link is a "Start Now" button. Below the "Start Now" button is a "Communication / Alerts" section with a heading "UNDER CONSTRUCTION" and a subheading "This site is under construction. Please contact the provider before continuing." Below the "Communication / Alerts" section is an "Account Overview" section with a heading "ACCOUNT OWNER" and a subheading "Next Due 10/08/2016 View Bill". Below the "Next Due 10/08/2016 View Bill" link is a table with columns: "Account", "Date Due", "Amount", and "Total Due". The table has one row with values: "Account", "Date Due", "Amount", and "Total Due \$0.00". Below the table is a "Make Payment" button. Below the "Make Payment" button is a "Pay all outstanding balances" link. Below the "Pay all outstanding balances" link is a "See Less" link.

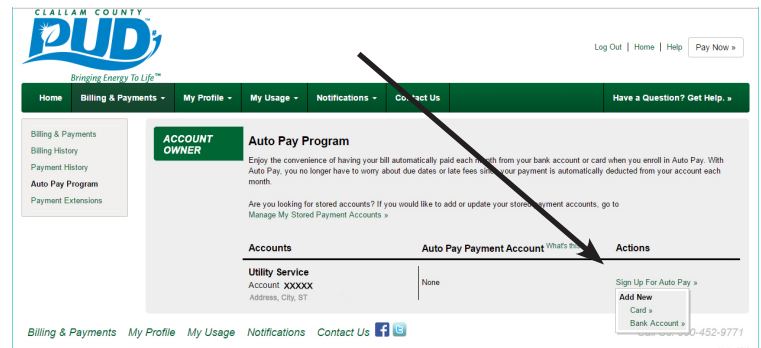
9. Once you select “Auto Pay Program” from the drop down menu under “Billing & Payments” you

will be taken to the Auto Pay Program screen. Here you will click on the “Sign Up For Auto Pay” link:



The screenshot shows the PUD website's Auto Pay Program screen. At the top is the PUD logo with the tagline "Bringing Energy To Life™". Below it is a navigation bar with links: "Home", "Billing & Payments", "My Profile", "My Usage", "Notifications", "Contact Us", and "Have a Question? Get Help.". Below the navigation bar is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link. Below the "Sign Up For Auto Pay" link is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link. Below the "Sign Up For Auto Pay" link is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link.

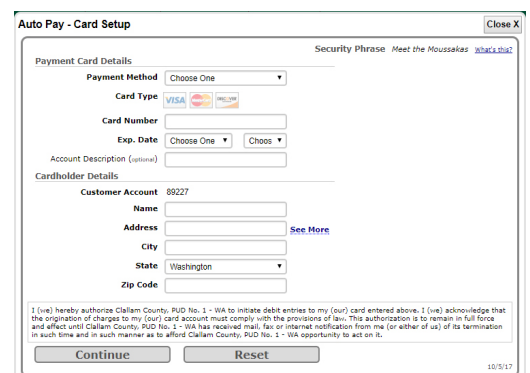
10. Once you click, a drop down menu will appear and you will select whether you want your automatic payments to come out of your bank account, or be charged to your debit/credit card.



The screenshot shows the PUD website's Auto Pay Program screen. At the top is the PUD logo with the tagline "Bringing Energy To Life™". Below it is a navigation bar with links: "Home", "Billing & Payments", "My Profile", "My Usage", "Notifications", "Contact Us", and "Have a Question? Get Help.". Below the navigation bar is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link. Below the "Sign Up For Auto Pay" link is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link. Below the "Sign Up For Auto Pay" link is a "Billing & Payments" section with a heading "Auto Pay Program" and a subheading "Enjoy the convenience of having your bill automatically paid each month from your bank account or card when you enroll in Auto Pay. With Auto Pay, you no longer have to worry about due dates or late fees since your payment is automatically deducted from your account each month." Below the heading is a paragraph: "Are you looking for stored accounts? If you would like to add or update your stored payment accounts, go to Manage My Stored Payment Accounts." Below the paragraph is a table with columns: "Accounts", "Auto Pay Payment Account", and "Actions". The table has one row with values: "Utility Service", "Account: XXXXX", "Address: City, ST", "None", and "Sign Up For Auto Pay". Below the table is a "Sign Up For Auto Pay" link.

11. Make your selection and a form will pop up that indicates that you agree to have these payments automatically deducted. Click the box to agree to the Terms and Conditions and then click “Accept.” **Please note that any amount currently due on your account should be paid in your usual manner; it will NOT be automatically drafted.**

12. A form will pop up to allow you to enter either your credit/debit card information or bank account, depending on the option you selected. Complete the form and click “Continue” and you’re done!



The screenshot shows the PUD website's Auto Pay - Card Setup form. At the top is the heading "Auto Pay - Card Setup". Below the heading is a "Payment Card Details" section with a "Payment Method" dropdown menu (set to "Choose One") and a "Card Type" dropdown menu (set to "VISA"). Below the "Card Type" dropdown menu is a "Card Number" input field. Below the "Card Number" input field is an "Exp. Date" dropdown menu (set to "Choose One") and a "Choose" button. Below the "Exp. Date" dropdown menu is an "Account Description (optional)" input field. Below the "Account Description (optional)" input field is a "Cardholder Details" section with a "Customer Account" dropdown menu (set to "89227"). Below the "Customer Account" dropdown menu is a "Name" input field. Below the "Name" input field is an "Address" input field. Below the "Address" input field is a "City" input field. Below the "City" input field is a "State" dropdown menu (set to "Washington"). Below the "State" dropdown menu is a "Zip Code" input field. Below the "Zip Code" input field is a "Continue" button and a "Reset" button. Below the "Continue" button and "Reset" button is a small text note: "I (we) hereby authorize Clallam County, PUD No. 1 - WA to initiate debit entries to my (our) card entered above. I (we) acknowledge that the origination of charges to my (our) card account must comply with the provisions of law. This authorization is to remain in full force and effect until Clallam County, PUD No. 1 - WA has received mail, fax or internet notification from me (or either of us) of its termination in such time and in such manner as to afford Clallam County, PUD No. 1 - WA opportunity to act on it." Below the small text note is a "Continue" button and a "Reset" button.