

## Frequently asked questions about paying your bill online

Q. How do I get started?

A. Go to Chelan County PUD's Web site ([www.chelanpud.org](http://www.chelanpud.org)) and click on "Pay Your Bill Online." Fill out the information requested under "Enroll." You will need to type in your PUD account number and mailing address exactly as it appears on your bill.

Next, review the Terms and Conditions. If you agree to the terms, click on "I Agree." Your "Terms and Conditions Code" will automatically appear in the box after you have completed this step. Now you are ready to log in.

Q. Do I need to enroll each time I use Power Pay?

A. No. Enrollment is a one-time-only sign-up. For future uses, simply log in.

Q. What type of payment is accepted?

A. You may pay by credit card (we accept VISA and MasterCard) or debit card. You may also withdraw from your checking or savings account.

Q. What is the account nickname?

A. Some customers have more than one electric account (such as a home and a shop, vacation home, or an irrigation account). The account nickname is the name you may create to easily identify each of your accounts.

Q. Can I still donate to Helping Hand or SNAP?

A. Yes. Please call us at (509) 661-8002 to set up these payments.

Q. What is the advantage of paying my PUD bill online?

A. Power Pay is quick, easy and convenient. It's available 24 hours a day.

Q. Is there a cost to use Power Pay?

A. No, the service is free.

Q. Will I continue to receive my bill by mail?

A. Yes.

Q. How long does it take to process my payment?

A. A maximum of two business days. For example, a payment made after 5 p.m. Friday may not be processed until the following Tuesday.

Q. Will I receive a confirmation of my payment?

A. Yes, a confirmation will be sent to the e-mail address you provide.

Q. What if my payment is late?

A. If your account is delinquent and your service is subject to disconnection, please do not use Power Pay without making arrangements through our Customer Accounting Department. Call (509) 661-8002.

Q. Can I access my payment history?

A. You will be able to view payments made online only.

Q. What about privacy?

A. Power Pay has security measures in place to protect your account and private information.

Q. Can I pay my bill in advance?

A. To make advance payments, the best option is to arrange for automatic credit card or checking account payments. Call the Customer Accounting Department at (509) 661-8002.

Q. What if I forget my password?

A. Below the Power Pay log-in there is a "Forget your password?" link. Click on it and follow the steps for help.

Q. What if my credit card number or expiration date changes?

A. Go to "Manage Profile" and update by deleting the old information and resubmitting the new credit card number and/or expiration date.

Q. If I have a question about Power Pay, can I talk to a real person?

A. Call our Customer Accounting Department during normal business hours, Monday - Friday, 8 a.m. to 5 p.m., at (509) 661-8002. Or you may e-mail your questions to [powerpay@chelanpud.org](mailto:powerpay@chelanpud.org).