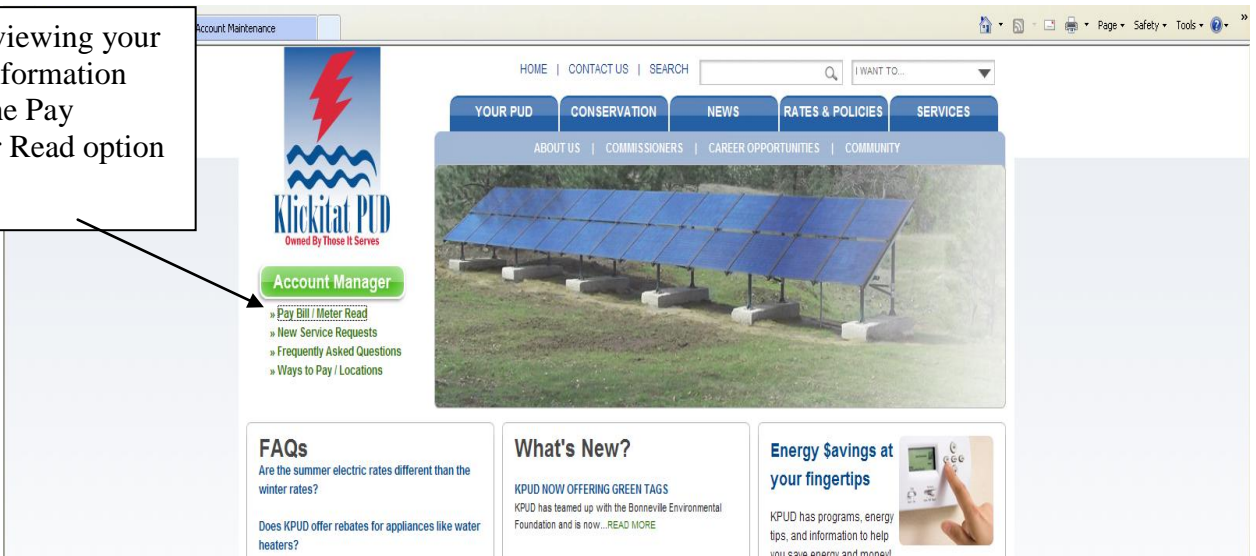


Klickitat PUD Website provides you with additional tools for managing your account:

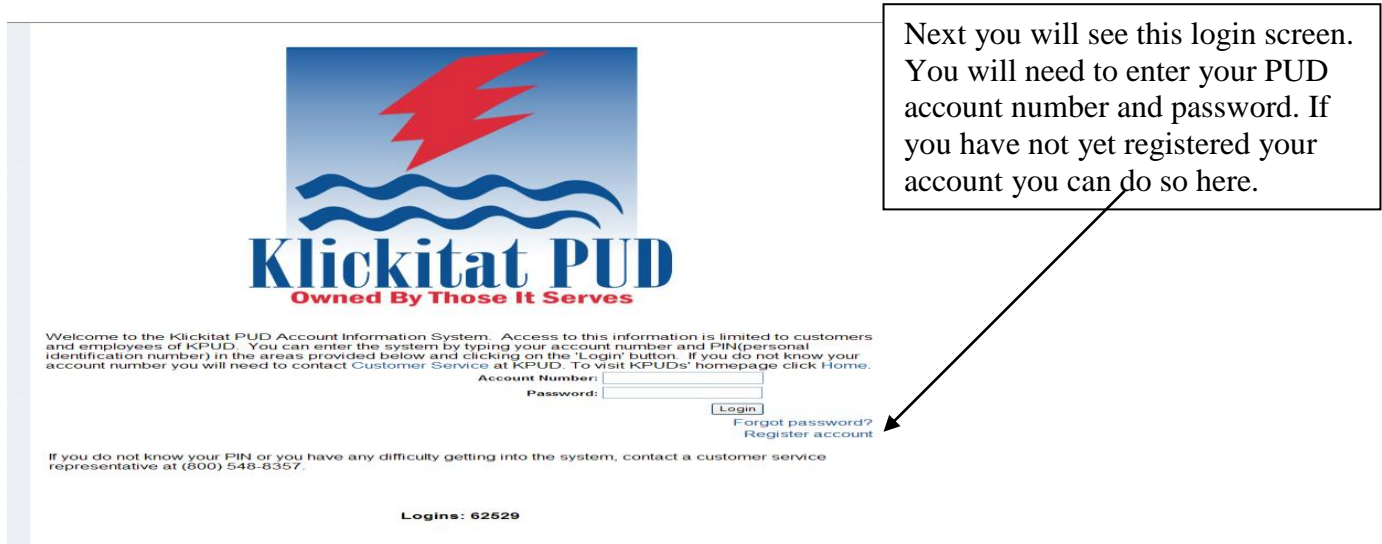
We are glad that you have taken the time to visit our website www.klickitatpud.com. We'd like to introduce you to the Account Manager section of the website where you can view information specific to your PUD account. You may be surprised to learn of all the options available to you. Here you can pay your bill, submit a meter reading, view past statements, track your usage, as well as a variety of other options.

Let's start from the www.klickitatpud.com home page:

To begin viewing your account information click on the Pay Bill/Meter Read option here.



Next you will see this login screen. You will need to enter your PUD account number and password. If you have not yet registered your account you can do so here.



The next screen you see will look like this:

Klickitat PUD Your Account Information
Owned By Those It Serves

Home Page Logout Your Account Information Your Account Maintenance Your Financial Information Your Services Your Customer Service Programs

Account: [Redacted]

E-Mail: [Redacted]

Balance: \$66.28 Pay Now? [Credit Card Icons]

Note: Information in the KPUD Customer Information web site can be viewed only. If the information provided is incorrect, please contact a customer service representative at (800) 548-8357 or e-mail Customer Service.

Your Financial Information
Here you can display a list of your payments and statements associated with your account for the past 13 months. You may then select a particular statement to view detail and/or print.

Your Services
In this section you will be able to see your billed services, your service locations and available usage history.

Your Customer Service Programs
KPUD wants to go that extra mile and provide services that can make our relationship a successful one. Use this section to see what programs you are participating in, what other programs are available and how to sign up.

Change Your Password

Pay your bill using your debit or credit card here. You will see this 'Pay Now' option in several places on our site.

By clicking on the options in this section of the screen you can access a great deal of information about your account. We'll take a closer look at each of these sections starting with Your Financial Information.

Klickitat Public Utility District - Financial Information

Home Page Logout Your Account Information Your Account Maintenance Your Financial Information Your Services Your Customer Service Programs

Due Date: 12/13/11
Due Date:

Detailed Statement History

| Statement/Payment Date | Statement Amount | Payment Amount |
|------------------------|------------------|----------------|
| 11/29/11 | \$ 66.28 | |
| 11/10/11 | | \$ 130.00 |
| 10/28/11 | | \$ 112.67 |
| 10/27/11 | \$ 253.33 | |
| 09/28/11 | \$ 112.67 | |
| 09/19/11 | | \$ 114.00 |
| 08/30/11 | \$ 114.00 | |
| 08/18/11 | | \$ 98.04 |
| 07/28/11 | \$ 98.04 | |
| 07/18/11 | | \$ 68.78 |
| 06/28/11 | \$ 68.78 | |
| 06/10/11 | | \$ 153.90 |
| 05/27/11 | \$ 153.90 | |
| 05/23/11 | | \$ 167.20 |
| 04/28/11 | \$ 167.20 | |
| 04/18/11 | | \$ 159.22 |
| 03/29/11 | \$ 159.22 | |
| 03/16/11 | | \$ 149.91 |

This is the 'Your Financial Information' screen. Here you will see a full 12 months history of your account activity. You can also view copies of past statements by clicking on the statement date.

To return to the previous screen click on 'Your Account Information' which is found here.

Now let's look at what you will see after clicking on the 'Your Services' option from the Account Information screen:

The screenshot shows a web application interface with a navigation menu at the top. The 'Your Services' tab is selected. Below the navigation menu is a table with the following data:

| Period | Days | Reading | Units | Avg Units | Cost |
|------------|------|---------|-------|-----------|----------|
| NOV - 2011 | 29 | 4928 | 1092 | 38 | \$95.37 |
| OCT - 2011 | 31 | 4893 | 1168 | 38 | \$100.91 |
| SEP - 2011 | 32 | 4815 | 1480 | 46 | \$112.67 |
| AUG - 2011 | 31 | 4741 | 1500 | 48 | \$114.00 |
| JUL - 2011 | 38 | 4666 | 1260 | 33 | \$98.04 |
| JUN - 2011 | 21 | 4603 | 1157 | 55 | \$91.19 |
| MAY - 2011 | 32 | 4562 | 1763 | 55 | \$131.49 |
| APR - 2011 | 32 | 4457 | 2300 | 72 | \$167.20 |
| MAR - 2011 | 29 | 4342 | 2180 | 75 | \$159.22 |
| FEB - 2011 | 28 | 4233 | 2040 | 73 | \$149.91 |
| JAN - 2011 | 35 | 4131 | 2980 | 85 | \$212.42 |
| DEC - 2010 | 29 | 3982 | 2120 | 73 | \$155.23 |
| NOV - 2010 | 29 | 3876 | 1580 | 54 | \$119.32 |

Below the table is a horizontal bar graph titled 'Horizontal Bar Graph Consumption by Month'. The x-axis represents KWH and the y-axis represents months. The bars show consumption levels for each month, with values listed to the right of the bars:

| Month | KWH |
|-------|------|
| NOV | 1092 |
| OCT | 1168 |
| SEP | 1480 |
| AUG | 1500 |
| JUL | 1260 |
| JUN | 1157 |
| MAY | 1763 |
| APR | 2300 |
| MAR | 2180 |
| FEB | 2040 |
| JAN | 2980 |
| DEC | 2120 |
| NOV | 1580 |

At the bottom of the graph, it says: 'N/A - No monthly billing data available at this time.'

This screen will show you detailed information about your past 12 months of usage in both a table and graph format.

Again, to return to the previous screen simply click on 'Your Account Information' here.

The next screen we will look at is the 'Your Customer Services Programs' screen:

The screenshot shows the 'Your Customer Services Programs' screen. At the top is the Klickitat PUD logo with the tagline 'Your Customer Service Programs' and 'Owned By Those It Serves'. Below the logo is a navigation menu with tabs for 'Home Page', 'Logout', 'Your Account Information', 'Your Account Maintenance', 'Your Financial Information', 'Your Services', and 'Your Customer Service Programs'. The 'Your Customer Service Programs' tab is selected.

Below the navigation menu is a section titled 'Account:' with a text input field. Below that is a paragraph of text: 'Klickitat PUD provides additional special programs for those who qualify. Here you can view the Customer Service Programs that are available and whether you are signed up for them. Information specific to you and that program is displayed to the right. You may use the links in the border on the left, or the links in the Customer Service Program column to view the features and enrollment requirements of the programs available through KPUD. Take some time and see if there is a program that fits your need.'

Below the text is a table with the following data:

| Customer Service Program | Program Status | Program Action | Information |
|--------------------------|------------------------|--|---|
| Bank Draft | Not Enrolled | <input type="button" value="Enroll"/> | |
| Budget Payment Plan | Not Enrolled | <input type="button" value="Enroll"/> | |
| Life Support | Not Enrolled | <input type="button" value="Enroll"/> | |
| Auto Credit Card | Not Enrolled | <input type="button" value="Enroll"/> | |
| Operation Warm Heart | Not Enrolled | <input type="button" value="Enroll"/> | |
| Operation Roundup | Not Enrolled | <input type="button" value="Enroll"/> | |
| Ruralite | Enrolled 03/23/2006 | <input type="button" value="Discontinue"/> | |
| Email Notification | Enrolled | <input type="button" value="Change"/> | Select the Change button to modify your Email Notifications. You are currently enrolled in 1 notification(s). |

Here you can set up your debit/credit card or bank account information for making payments. You can also elect to receive email notices to inform you when your bill is due. Be sure to notice the option to enroll in other services such as Operation Warm Heart and the Budget Payment Plan.



Klickitat PUD

Owned By Those It Serves

Your Account Maintenance

| | | | | | | |
|-----------|--------|--------------------------|--------------------------|----------------------------|---------------|--------------------------------|
| Home Page | Logout | Your Account Information | Your Account Maintenance | Your Financial Information | Your Services | Your Customer Service Programs |
|-----------|--------|--------------------------|--------------------------|----------------------------|---------------|--------------------------------|

Account:

The following items can be maintained at your request. Select the action you are interested in.

| Maintenance Request | Program | Information |
|----------------------|--------------------------------------|-------------|
| Change PIN | <input type="button" value="Start"/> | |
| Moving Out | <input type="button" value="Start"/> | |
| Moving In | <input type="button" value="Start"/> | |
| Street Light Request | <input type="button" value="Start"/> | |
| Chg Name/Mailing Adr | <input type="button" value="Start"/> | |
| Letter Of Credit | <input type="button" value="Start"/> | |
| Contact Request | <input type="button" value="Start"/> | |
| Submit Reading | <input type="button" value="Start"/> | |

To submit a meter reading, click the 'Your Account Maintenance' tab, and then click Start next to 'Submit Reading'. Be sure you complete the entire process of submitting your read. You can also change your PIN from this screen by selecting Change PIN.

These are just a few of the features that you may find interesting on our website. If you have further questions just let us know. We'd be happy to help you get set up to view your account online and give you a personal 'tour' of the website. We also have a computer located in the front lobby of our Goldendale office where you can log in to your account as well.