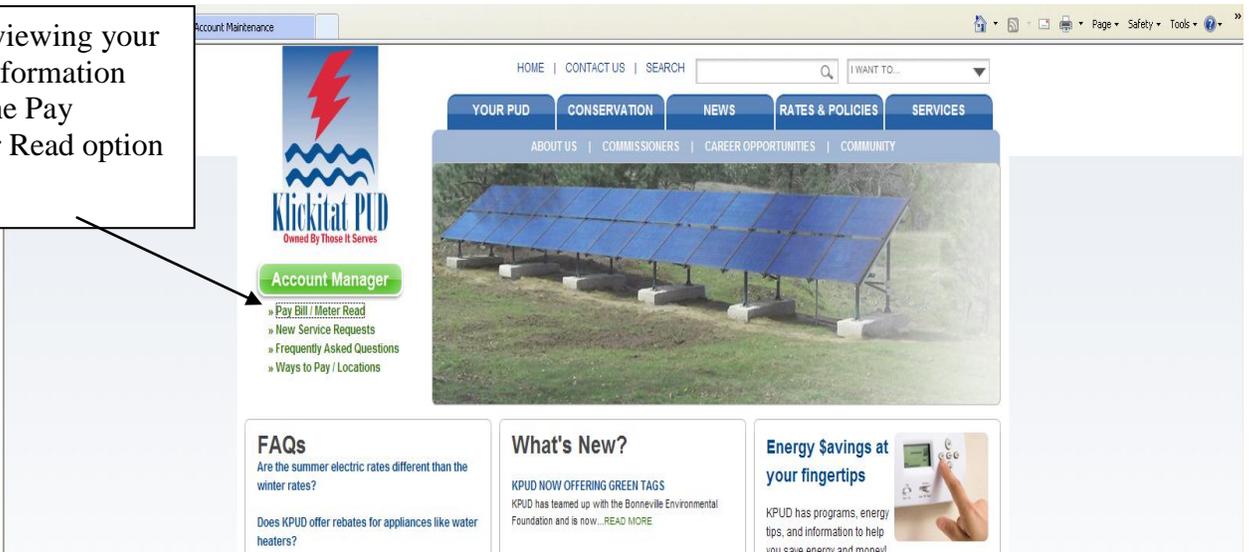


Klickitat PUD Website provides you with additional tools for managing your account:

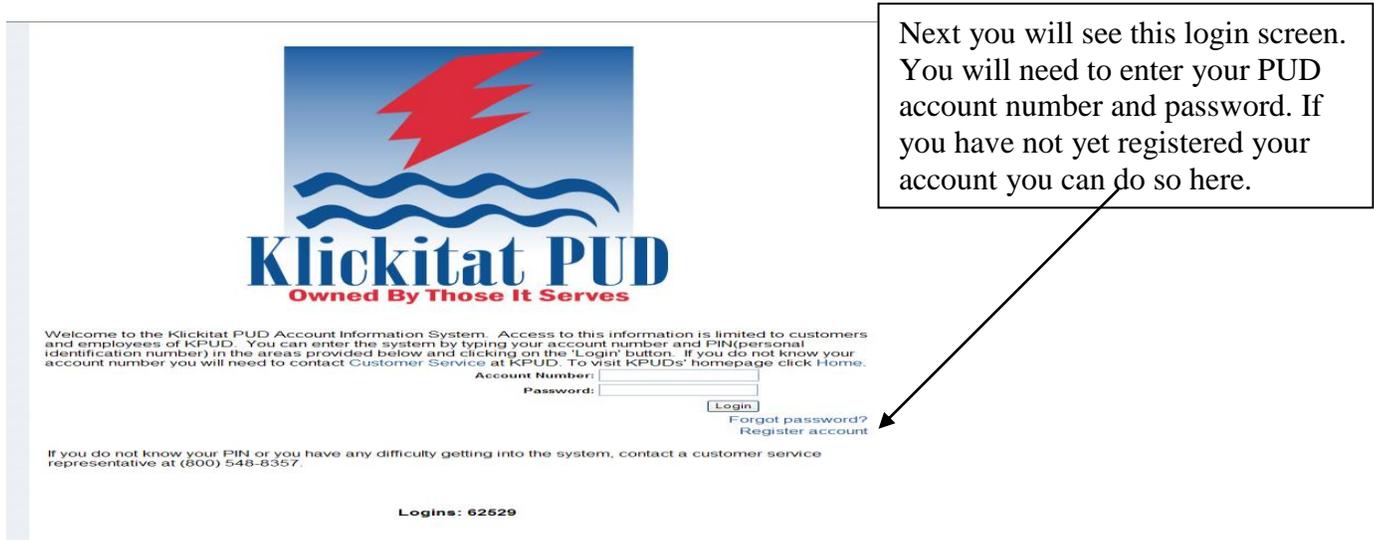
We are glad that you have taken the time to visit our website www.klickitatpud.com. We'd like to introduce you to the Account Manager section of the website where you can view information specific to your PUD account. You may be surprised to learn of all the options available to you. Here you can pay 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:

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.

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
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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.