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## Online Bill Pay/Meter-Read Enhancements

Along with the change in the weather, you may notice a change in the Klickitat PUD online bill pay/meter-read format. If you haven't noticed the changes to online bill pay, I encourage you go online and check it out.

The first thing you will notice is you need to create a user name and password. There are step-by-step instructions to guide you through the registration process. Registration is required for both new and previously enrolled customers; there was no way around this step in our new system.

The good news is, once you complete your initial registration, the next time you visit our website to pay your bill or submit a meter read, you just need to log in to view all of your accounts.

One of the added benefits of the new format is the ability to request password resets through the online system. This eliminates waiting for business hours to contact customer support to reset your password. That puts your account management tool on your timeline.

When the original online bill pay system went into service several years ago, it was an ideal solution for customers with a single utility account. Customers could set up the account number and manage it from the comfort of their computer. However, it left a lot of customers juggling multiple account numbers and passwords, making it an inconvenient tool for managing their utility accounts. This enhancement enables customers to manage multiple accounts with a single username and password.

The new online bill pay system allows you to make payments, input multiple meter reads, review usage and enroll in KPUD programs all in one location. The ability to display PDF images of your statement and graph use by month continues to be available.

KPUD strives to provide the best customer service possible. As always, if you have any questions or feedback, please call our customer support team at (800) 548-8357, or visit the website at [www.klickitatpud.com](http://www.klickitatpud.com).



**Brandy Myers**

**Interim Customer Service Supervisor**