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KPUD Improves Customer Experience

Redesigned bill and improved customer account management tools are coming to utility customers in December

The staff at Klickitat PUD understands today's customer expectations are changing, especially when it comes to communications and reporting. As your trusted energy partner, we want to proactively notify you of key events and account status changes. We also want to provide you with ways to review your account and use details at your convenience—whether that is in person or on your computer, tablet or smartphone.

With this in mind, KPUD searched for an enterprise software that meets the current and future needs of the utility and our customers. KPUD has selected National Information Solutions Cooperative as our core customer care, billing and accounting business service software provider. NISC was selected after an extensive effort to evaluate the best options. It has 50 years of experience. Combining that experience with Klickitat PUD's 80 years offers our customers 130 years of customer commitment. NISC has a co-op mentality with members/ratepayers being the focus.

Customers will see immediate benefits with this change. Your account number will stay the same, but for those with multiple accounts, you'll be assigned a customer number to make accessing them easier.

A new bill design includes more information and features. An interactive voice response pay-anytime phone number will be available. All face-to-face credit card transactions will be processed through a Verifone device.

One of the biggest changes visible to customers will be the introduction of SmartHub. Yes, there's an app for that. SmartHub is the starting point for customers who want to fully manage their account. Using your computer, tablet or smartphone, you can:

- Communicate with Klickitat PUD.
- Access detailed electric use information.
- Pay your bill and manage payments.
- Set up paperless billing.
- Review billing and payment history.

SmartHub is available in December. Customers will need to register in SmartHub to access the features mentioned above.

Klickitat PUD will provide more information about this transition in the coming weeks through billing inserts, website updates and Facebook posts. Stay tuned.