BANK BILL PAY CUSTOMER

IMPORTANT CHANGES TO YOUR BENTON PUD ACCOUNT

ACTION REQUIRED IN MARCH

Dear Valued Customer,

We are pleased to announce Benton PUD's new online system, *SmartHub®*, coming in March. *SmartHub®* delivers more customer service options, detailed account and usage information, and customized alerts to your computer, tablet or smart phone.

Our records indicate you have paid your bill through your bank's bill pay service in the past, or, you have used bill paying services such as CheckFree®. **To ensure your Benton PUD payment is applied correctly in the future, please be aware you will need to update your Benton PUD account number in your bank's bill pay service.**

What you need to know, beginning with your March bill…

- **Your new account number will be on your March bill.**
- You will need to reflect your new account number in your bank's bill pay website, or when using bill paying services like CheckFree®, to ensure your payment transaction will be properly applied to your Benton PUD account.
- If the due date on your February bill falls in March, you may schedule a payment using your old account number and it will be processed as normal.

We are confident that you will like the new *SmartHub®* system! We are here to help you, our valued customer, through this transition. Please feel free to call us or visit our office and we will help you in enroll in *SmartHub®* and sign-up for other services.

More information about *SmartHub®* is on the back of this letter. When you receive your March bill, we encourage you to explore the tools available through *SmartHub®*.

If you have any questions, please don't hesitate to give us a call at 509-582-2175.

Sincerely,
Benton PUD Customer Service