AUTOPAY CUSTOMER

IMPORTANT CHANGES TO YOUR BENTON PUD AUTOPAY

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. *SmartHub®* also changes the way Benton PUD administers our Autopay and Paperless billing services.

The transition to the new system will deactivate your current Autopay enrollment and will require you to enroll in *SmartHub®* to continue Autopay.

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

- Your payments will no longer be deducted from your bank account, debit card or credit card - **until you enroll in *SmartHub®*.**
    - Please note: If the due date on your February bill falls in March, the Autopay payment will be still be processed as normal.
- **You will be assigned a NEW Benton PUD account number which will appear on your March bill.**

To sign-up for *SmartHub®* Autopay…

- Visit Bentonpud.org and enroll in *SmartHub®*, available in March 2017.
- You will need your March bill containing your NEW account number and an email address to enroll.
- Follow the steps to sign-up for *SmartHub®* Autopay.
- *For a limited time, you can receive a one-time $5 credit on your bill by enrolling in SmartHub® and signing up for Paperless billing.*

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