How to Enroll in Auto-Debit and Paperless Billing NEW REGISTRATION

Step 1: Register your account online.

Step 2: Verify your email address.

Step 3: Add a payment method (checking account, Visa, or MasterCard).

Step 4: Enroll in Auto-Debit.
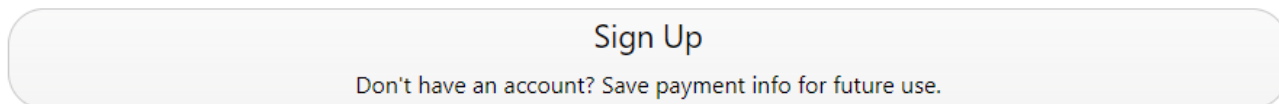
Step 5: Stop paper billing and enroll in e-billing.

Step 6: Call us at 360-357-8783 or email us PUDCustomerService@ThurstonPUD.org so we can apply the credit.

Step 1: Register your account online

- Go to www.ThurstonPUD.org

- Click on Pay Bill Online.

- Under the log in section, click "Sign Up".

- Enter your information exactly as it appears on your bill in all caps. If there is more than one person listed on the account you will need to enter the First Name and Last Name as it appears below.

- Once all your information is entered, click "Complete Registration" at the bottom of the page.

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Account Information

Create your account.

Email *

PUDCustomerService@thurstonpud.org

Confirm Email *

PUDCustomerService@thurstonpud.org

Password *

.....

Confirm Password *

.....

Password must be at least 8 characters in length, and include three of the following:
- Lowercase Letters
- Uppercase Letters
- Numbers
- Special Characters (!, @, #, $, %)

COMPLETE

Utility Bill Verification

A recent utility bill is required to fill in some of the information below.

First Name *

JOHN DOE AND

Last Name or Business Name *

JANE SMITH

House/Building Number *

1234

Utility Account Number *

016851-000

Please make sure you enter the account number with all leading and trailing zeroes and dashes.
For example: 123456-123

REGISTRATION

Step 2: Verify your email address

- If you don't have a link to verify your email address it means that it has already been verified and you can skip this step.

- On the left side, click on My Profile.

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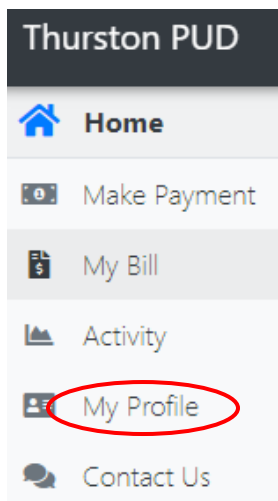
- Click the link to verify your email address. You will get the following confirmation.

An e-mail has been sent to pudcustomerservice@thurstonpud.org

- Go to your email and click the link.

Verification email for Thurston PUD

noreply@merchanttransact.com
To ○ PUDCustomerService

This e-mail is to verify you can receive e-mails from our bill payment system. Please click the link below to confirm you have received this e-mail.
https://thurston.merchanttransact.com//verify.aspx?g=9c44e99f-d145-4bcc-bfb4-ead0a2acz24f

- You will get the following confirmation. Follow the instructions and log-in. If you are logged in, go back to your original web browser window and click the "My Profile" tab.

E-Mail Verified!

Your e-mail has been verified! You can log in here, or go back to your original web browser window and click the my profile tab.

How to Enroll in Auto-Debit and Paperless Billing NEW REGISTRATION

Step 3: Add a payment method (Checking account, Visa, or MasterCard) and Step 4: Enroll in Auto-Debit

- Add a credit card or checking account to your profile by clicking "Add Payment Method" on the right side of the "My Profile" tab.

Login Information

E-MAIL ADDRESS Update

pudcustomerservice@thurstonpud.org

PASSWORD Update

****

Payment Methods   + ADD PAYMENT METHOD

Description	Type	Actions
My Credit Card *	Credit Ends in: ▮▮▮▮ Exp: ▮▮▮▮▮	✕ DELETE ❓

- Enter your checking account or credit card information. Check the box at the bottom "Enroll in Auto Pay with this payment method." Then click "Save".

Payment Type

🔘 Electronic Check
⚪ Credit Card

Payment Description

Enter what you would like to call this payment method. (e.g. My Visa Card, BOFA Checking, etc.)

Payment Description *
US Bank Acct

Checking Information

Name *
John Doe and Jane Smitl
Enter the name on the checking account.

Routing Number *
125000105

Payment Options

☑ Enroll in Auto Pay with this payment method

Tell me more about Auto Pay

Account Number *
123456789

Confirm Account Number *
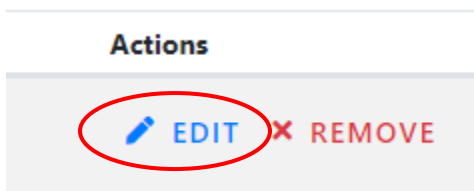123456789

CANCEL   💾 SAVE

How to Enroll in Auto-Debit and Paperless Billing NEW REGISTRATION

- You will get the following confirmation at the top of the screen.

The payment method has been added.

Step 5: Stop paper billing and enroll in e-billing

- From the "My Profile" tab, go down to the bottom section "Accounts" and click "EDIT" under "Actions".

Actions

✏ EDIT ✖ REMOVE

- Under Paper Bill, change the selection to "No, do not print and send my bill using the postal service". Under Electronic Bill, change the selection to "Yes, send an electronic copy of my billing statement via e-mail when the bill is ready." Then click "Save".

My Profile > Edit Account > 016851-000

Paper Bill

Receive a copy of your bill via mail?

○ Yes, print and send my paper bill using the postal service.
◉ No, do not print and send my bill using the postal service.

Electronic Bill

Receive a copy of your bill via e-mail?

◉ Yes, send an electronic copy of my billing statement via email when the bill is ready.
○ No, do not send the bill electronically.

CANCEL   💾 SAVE

How to Enroll in Auto-Debit and Paperless Billing NEW REGISTRATION

- You should get the following confirmation at the top of the webpage.

  Account 016851-000 successfully updated.

- Under Your Accounts, there should be a green check mark next to Electronic Bills and Auto Pay. Also, there should be a red circle with a line through it under Paper Bills.

Accounts

Account	Paper Bill	E-Bill	Auto Pay
016851-000	🚫	✅	✅ US Bank Acct

Step 6: Inform Customer Service you enrolled in auto debit and paperless billing.

- Send us an email at PUDCustomerService@ThurstonPUD.org so we can apply the credit! In the subject line put "$5". In the body just write your name and account number.

	To...	PUDCustomerService
Send	Cc...	
	Bcc...	
	Subject	$5

John Doe
016851-000

Congratulations! You just saved $5.00!