

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.

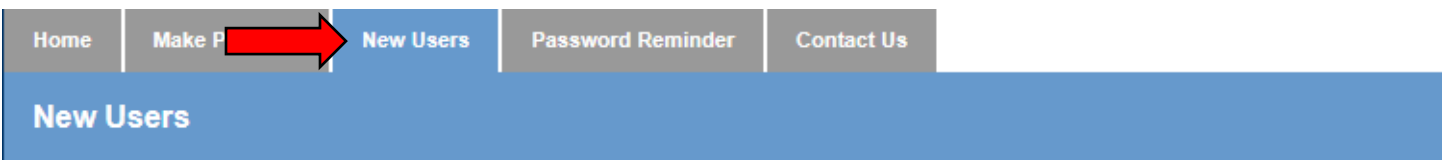
Step 6: Call us at 360-357-8783 or email us PUDCustomerService@ThurstonPUD.org so we can apply the credit.

Step 1: Register your account online

- Go to www.ThurstonPUD.org
- Click on Pay Bill Online.



- Along the top menu, click "New Users".



- 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 "Register" at the bottom of the page.

First Name

Your first name as it appears on your bill.

Last Name or Business Name

Your last name or business name as it appears on the bill.

House/Building Number

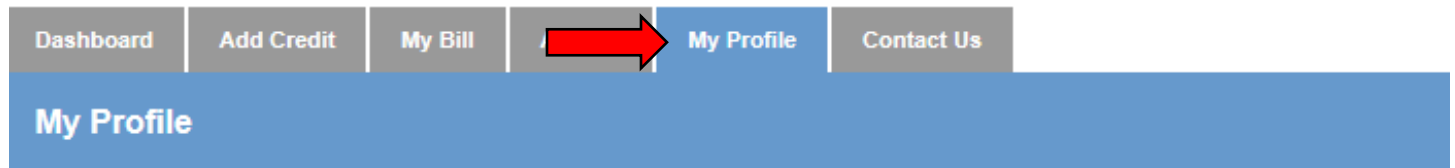
The house/building number for your service address (do not include street information).

Utility Account Number:

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

Step 2: Verify your email address [\[go to top\]](#)

- 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.
- Across the top, click on My Profile.
- Click the link to verify your email address.



My Profile

Account Information

If you would like to change your e-mail address or password, click Change below.

Account Information

Your e-mail address : pudcustomerservice@thurstonpud.org [\[Change\]](#)

Your Password: ***** [\[Change\]](#)

Verify E-Mail Address

Your e-mail is not verified. You will not be able to select e-billing for accounts, or set up recurring payments.

[Click Here](#) if you would like to verify your e-mail address.

- You will get the following confirmation.

An e-mail address has been sent to pudcustomerservice@thurstonpud.org. Please click the link in the e-mail, and refresh this page by clicking the my profile tab above.

- Go to your email and click the link.

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=bb627253-702a-44c2-9dab-915fdcc7e4be>

- You will get the following confirmation. Follow the instructions and log-in if you are not already. 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.

Step 3: Add a payment method (Checking account, Visa, or MasterCard) and

Step 4: Enroll in Auto-Debit [\[go to top\]](#)

- Add a credit card or checking account to your profile by clicking "Add a New Payment Method".

Dashboard

Add Credit

My Bill

Activity

My Profile

Contact Us

My Profile

Account Information

If you would like to change your e-mail address or password, click Change below.

Account Information

Your e-mail address : pudcustomerservice@thurstonpud.org [\[Change\]](#)

Your Password: ***** [\[Change\]](#)

Your Saved Payment Methods

Below are your payment methods that have been setup. If you would like to remove a saved payment method you may click remove next to the payment method below.

Payment Method Actions

 [Add a new payment method](#) for your default account

- Enter your checking account or credit card information.
- Check the box at the bottom "Use this payment information to automatically debit my account."
- Click "Add payment method to this customer".

Options

Use this payment information to automatically debit my account.

[Tell me more..](#)

Add payment method to this customer

- 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 [\[go to top\]](#)

- From the My Profile tab, go down to the third section "Your Accounts" and click on your account number. This will pull up your Account Settings.

My Profile

Account Information

If you would like to change your e-mail address or password, click Change below.

Account Information

Your e-mail address : pudcustomerservice@thurstonpud.org [\[Change\]](#)

Your Password: ***** [\[Change\]](#)

Your Saved Payment Methods

Below are your payment methods that have been setup. If you would like to remove a saved payment method you may click remove next to the payment method below.

Payment Method

Actions

My Credit Card (Credit Card ending in : 8642) Exp: 3/2019 [Edit](#) [Remove](#)

[Add a new payment method](#) for your default account

Your accounts

If you would like to change any of the accounts associated with this membership, click the account number below to modify the settings.

Default Set who is your default customer when you log in (if you have multiple accounts set up).

Paper Bill Toggle the ability to receive a paper bill in the mail.

Electronic Bill Toggle the ability to receive an electronic bill via e-mail.

Auto Pay Automatically debit your account when your bill is due. [Tell me more..](#)

Account Number	Default Customer	Paper Bills	Electronic Bills	Auto Pay	Remove Account
016851-000	✓	✓	✗	✓ My Credit Card	

[Add more accounts](#) to this membership.

To remove an account from your membership, click the Remove next to the account (default accounts cannot be removed).

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

[My Profile](#) > Account Settings

Settings for Account : 016851-000

Paper Bill via Post Office

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 via E-Mail

Yes, send an electronic copy of my billing statement via e-mail when the bill is ready.

No, do not send the bill electronically.

Auto Payment of Bill [Tell me more..](#)

Yes, I would like to activate auto payment.

Select an existing payment method

My Credit Card (Credit Card ending in : 8642) Exp: 3/2019

Add a new payment method

If you would like to add a new payment method for auto payment of this account [click here](#).

- 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.

Your accounts

If you would like to change any of the accounts associated with this membership, click the account number below to modify the settings.

Default Set who is your default customer when you log in (if you have multiple accounts set up).

Paper Bill Toggle the ability to receive a paper bill in the mail.

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016851-000	✓	⊘	✓	✓ My Credit Card	

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Step 6: 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. [\[go to top\]](#)

 Send	To...	<u>PUDCustomerService</u>
	Cc...	
	Bcc...	
	Subject	\$5

John Doe
016851-000

Congratulations! You just saved \$5.