

Online Access

February-March 2012

Have you signed up for your e-CARE account to view your Douglas PUD account information through the Internet? If not, you are missing out!

To create an online account (e-CARE), go to Douglas PUD's website www.douglaspubd.org, select the Online Payment gold button on the right side of the page, and follow the instructions. You can find all the necessary information to create an e-CARE account on your statement.

After creating an e-CARE account, you can view your usage history, billing history, and payment history. Of course, you are still able to pay online using a credit or debit card. A new feature is the ability to set up a recurring credit card payment (select the Make a Payment menu option on the left side of your e-CARE screen and follow the directions).

There is also a paperless billing option. E-bills is an e-CARE feature allowing you to receive an e-mail when your Douglas PUD bill is ready for viewing and payment. Choosing paperless billing is clean and saves money.

Unless you choose paperless billing, you will continue to receive the traditional paper statement.

We always like to hear what you have to say. Please, if you have any comments or questions write them down and send this back with your payment. Thanks~



Public Utility District No.1 of Douglas County

1151 Valley Mall Parkway • East Wenatchee, WA 98802-4497 • 509/884-7191
P.O. Box 1119 • Bridgeport, Washington 98813 • 509/686-4501
www.douglaspubd.org

It's Your Network

A recent Wenatchee World Safety Valve letter and earlier news articles about possible PUD retail broadband service included some confusing statements. This is the first in a series of updates related to the Douglas County Community Network.

In 1930, citizens, discouraged by private electric companies and regulators in Olympia not responding to local needs, passed Initiative 1 to allow creation of locally-governed Public Utility Districts. Douglas County citizens voted to establish your PUD and have benefited from locally-controlled, cost-based service. Douglas PUD provides electric and water service directly to customers (“retail sale”). In 2000, the legislature authorized PUDs, which have owned and operated communication systems for many years, to sell wholesale telecommunication services.

Douglas PUD provides broadband communication service, but sales cannot be made directly to PUD electricity or water customers. State law requires communication services delivered over Douglas County Community Network (DCCN), to be sold through third parties. DCCN enables services such as high-speed Internet access, telephone, television and remote home security.

The following facts may be helpful:

1. Douglas PUD has been providing retail electric and water service for many years. The term “retail” in no way implies “in business for profit.” Douglas PUD retail prices are based on the cost of service.
2. Douglas PUD’s retail electricity prices are among the lowest in the United States.
3. Washington’s wholesale restriction prevents customer-owner direct, at-cost access to PUD broadband.
4. The DCCN has been built using Douglas PUD resources.

Douglas PUD benefits from a direct relationship with its electric and water customers. We believe residents and businesses benefit from our low electricity prices and prompt customer service. Douglas PUD is cooperatively making the wholesale telecom model work and enjoys a good relationship with the retailers. Should customers have direct access to PUD broadband? The answer to that question should come from the customers.

Coming up: More about how the DCCN has been developed.