

# New Customer Information System!

April -June 2011

If you are thinking, “My electric bill looks different.” You are right! Over the past 18 months, Douglas PUD has been working to replace the outdated customer information system with a new and improved one. The previous system, built in 1995, was requiring too much maintenance, and wasn’t able to provide the services our customers expect these days.

What does this mean to you? In addition to changes in the appearance of your statement, you will have more online options. New features on your statement include an electric usage history graph, billing summary box and easier to read account charges.

The system will give you the power to access your account information through the Internet at your convenience. To create an online account (e-CARE), go to Douglas PUD’s website [www.douglaspud.org](http://www.douglaspud.org), select the Online Payment gold button on the right side of the page, and follow the instructions. On the back of this insert, there is a picture of the new statement showing you where you can find the necessary information to create an e-CARE account. After creating an e-CARE account, you can view your usage history, billing history, and payment history. Of course, you will still be able to pay online using a credit or debit card. A new feature is the ability to set up a recurring credit card payment.

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 understand change can sometimes be confusing. We believe after getting used to the look and feel of the new system, you will be happy to have all the additional features. Please give us a call if you have any questions (East Wenatchee 509-884-7191, Bridgeport 509-686-4501).

Stay tuned! There will be opportunities for online account set-up help and tutorials demonstrating all the new features available at your finger tips.

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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~

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Public Utility District



No.1 of Douglas County

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1151 Valley Mall Parkway • East Wenatchee, WA 98802-4497 • 509/884-7191  
P.O. Box 1119 • Bridgeport, Washington 98813 • 509/686-4501  
[www.douglaspud.org](http://www.douglaspud.org)

# A Brand New Look!



**PUD No. 1 of Douglas County**  
 1151 Valley Mall Parkway  
 East Wenatchee, WA 98802-4497 • 509/884-7191  
 PO Box 1119  
 Bridgeport, WA 98813-1119 • 509/686-4501

*Customer Account Number*

<b>Route</b>	<b>Customer Account Number</b>	
88	13825-02	
<b>Due Date</b>	<b>Amount Due</b>	<b>Amount Enclosed</b>
05/09/2011	69.00	
<b>Service Address</b>		
1234 Main Street		



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*Name*

*Mailing Zip Code*

Joe Somebody  
 1234 Main Street  
 East Wenatchee, WA 98802



Make all checks payable to: PUD No. 1 of Douglas County. Please Bring Entire Bill When Paying in Person.

(Detach Here)

Mail This Portion With Payment

DCPUD, CA-42

Account Number	Name	Service Address	Service Type
13825-02	Joe Somebody	1234 Main Street	Residence

Meter Number	Read Dates		Days	Code	Meter Readings		Multiplier	Usage	Units	Power Factor
	Present	Previous			Present	Previous				
28998	04/25/2011	02/26/2011	58	MR	34135	31655	1	2,480	kWh	

*Meter Number*

**BALANCE FORWARD**

**0.00**

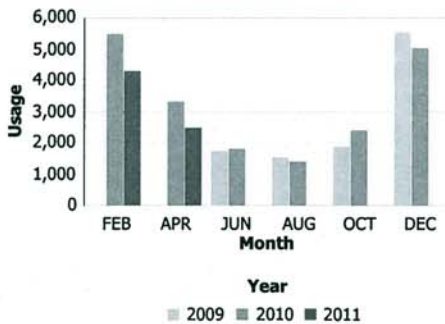
BILLING SUMMARY	
PREVIOUS BALANCE	222.00
PAYMENT 03/31/2011	222.00CR
BALANCE FORWARD	0.00

**ELECTRIC CHARGES:**

Daily Charge:  
 Kwh Consumption Charges:

RATE	USAGE	CHARGES
0.296	58 days	17.17
0.0208	2,480	51.58
		<u>68.75</u>
CURRENT CHARGES (rounded to nearest dollar)		<u>69.00</u>

**ELECTRIC USAGE HISTORY**



**TOTAL AMOUNT DUE**

**\$69.00**

Bill Type	Account Type	Bill Date	Due Date	Amount Due	Payment Type
REGULAR	EW RES RURAL	04/26/2011	05/09/2011	69.00	

**MESSAGES:**