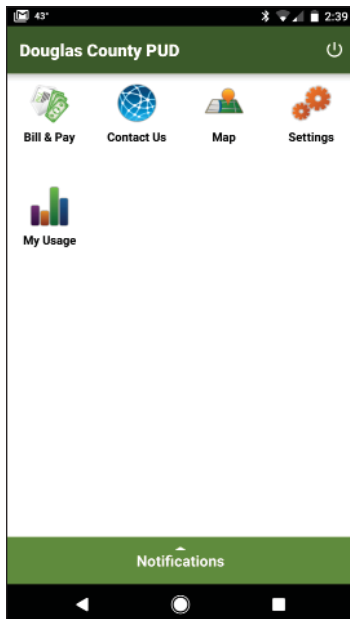## SmartHub Features:

- Easy to Navigate
- Control Paperless Billing
- Pay your Bill
- Set up Recurring Payments
- Store Payment Methods
- View and Compare Usage History

- View Payment History
- Set Notifications
- Recieve Email or Text Alerts
- Contact Us
- Tablet and Smartphone App!

Keep this information in a safe place so you can reference it again.

SmartHub Account Information:

E-mail address:

_____

Password:

_____
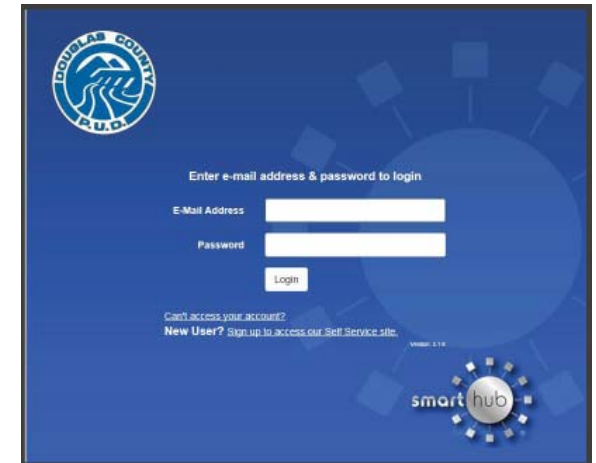
**Need Help?
Call us!
509-884-7191**

**Pay by Phone
Secure, Toll-Free, Anytime**

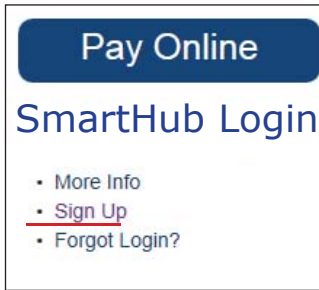**1-844-203-6546**

Online Account Access with SmartHub

Have you signed up?

Managing your Douglas PUD account just got easier!

Follow the simple instructions inside to get started.

Create Your Account

- Visit www.douglaspud.org

- Under Pay Online select Sign Up.

Pay Online

SmartHub Login
- More Info
- Sign Up
- Forgot Login?

- You will need your account number from your bill, along with your last name and email address.

- Follow the on screen instructions.

New User Registration

To register as a new user, please enter the following information.

Billing Account Number: [____]

Last Name or Business: [____]

E-Mail Address: [____]
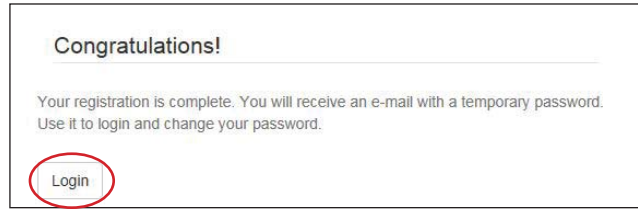
Submit | Reset | Cancel

- Verify your identity with your mailing zip code or most recent bill amount.

- Type the text you see on your screen.

Please answer the following about the account that you are trying to register in order to protect you against identity theft.
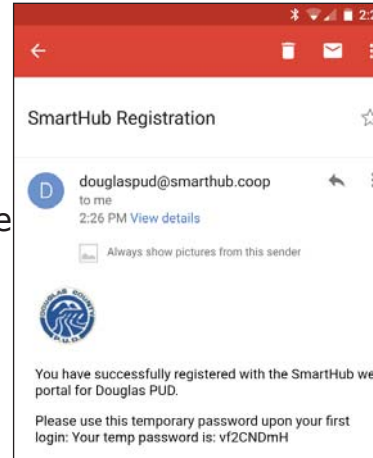
Security Question 1: Mailing ZIP Code

Answer: [____]

Please type the characters you see in the picture below.

entrata

Type the text [____] Privacy & Terms

Submit | Reset | Cancel

Your SmartHub account has been created!

Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Login

- Check your email for a temporary password.

SmartHub Registration

douglaspud@smarthub.coop
to me
2:26 PM View details

Always show pictures from this sender

You have successfully registered with the SmartHub web portal for Douglas PUD.

Please use this temporary password upon your first login: Your temp password is: vf2CNDmH

- Login with the temporary password and then create a new password.

- The new password needs to be 5-15 characters with at least 1 number.

Please change your password

E-Mail Address: [____]

New Password: [____]   Password Strength

5-character minimum; 15-character maximum, at least one numeric character

Confirm Password: [____]

Submit | Reset | Cancel

- If you would like to turn off paper bills, select Yes.

- If you would like to recieve a paper bill by mail, select No.

Paperless Bills

Would you like to turn off paper bills?   ● Yes   ○ No

Please note that this will apply to all accounts registered with this email address.

Submit | Cancel

- Choose a Security Phrase. You can skip this step now if you wish, but will need to create one to make a payment.

Security Phrase

Please choose a Security Phrase before proceeding. This phrase is required to be set up before you can make payments, store or update credit cards and bank accounts for future payments, or sign up for Auto Pay.

When entering your financial information, if the Security Phrase displayed on the form does not match your chosen phrase, please DO NOT enter any personal information and contact customer service.

You can update your Security Phrase at any time by selecting 'Update My Security Phrase' under the 'My Profile' tab.

Security Phrase: [____]

Minimum of 5 characters in length

▶ What's a good security phrase?

Save

Once setup is complete, you can view your billing and payment options, your profile, usage and set notifications on when and how we contact you.

You can also download the mobile app for your tablet or smartphone. Visit our website www.douglaspud.org on your mobile device and select "Download the SmartHub App" under Pay Online.