

Updating your Credit Card or Payment Amount

Any changes to a payment scheduled will need to be done in Paymentus.

1) To get to Paymentus Customer Dashboard visit this link:

<https://ipn.paymentus.com/cp/dcpd>

2) Please sign into the Customer Portal. If you are having difficulty logging in, please contact our office at 509-884-7191. We do not have access to your log in information, but we are able to send you a new password.

3) To modify your Schedule, click on the AutoPay button on the menu on the left. When your schedule comes up you can edit it by clicking on the pencil to the right of the words Schedule Details.

4) To modify your Credit Card information, click on the My Wallet button on the menu and either edit and existing payment method or Add a new Payment method. Then, click on the AutoPay button, click on the pencil next to your credit card information and confirm change.

**Keep this information
in a safe place you can
reference again**

e-CARE Account Information:

E-mail address:

Password:

Paymentus Account Information:

E-mail Address:

Password:

I need to update my credit card information in my Paymentus Account on _____

(date)

Need Help?

509-884-7191

**Online
Account
Access
with
e-CARE**



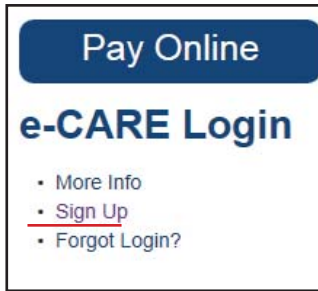
*Have you signed up for your
e-CARE account to view
your Douglas PUD account
information through the
Internet?*

If not, you are missing out!

*Follow the simple instructions
inside to get started.*

Create Your Account

To create an online account (e-CARE), go to Douglas PUD's website www.douglaspud.org, select Sign Up under the Pay Online menu, and follow the instructions. You can find all the necessary information to create an e-CARE account on your statement. Or call us and we can walk you through it.



After creating an e-CARE account, you can view your usage history, billing history, and payment history.

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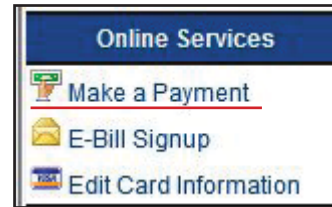
There is also a paperless billing option. E-Bills is an e-CARE feature allowing you to receive an e-mail when your Douglas PUD bill is ready for viewing and payment. Choosing paperless billing is clean and saves money.

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

Of course, you are still able to pay online using a credit or debit card through a third-party credit card processor, Paymentus. You also have the ability to set up a recurring credit card payment.

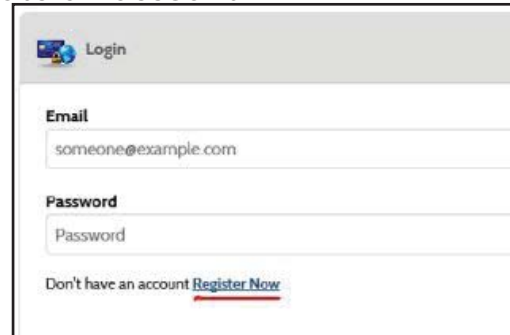
Recurring Electronic Payments

1. First you must create a Paymentus account by visiting the link below or following the link through your e-CARE account Make a Payment Page



<https://ipn.paymentus.com/cp/dcpd>

• Click the "Register Now" link to create an account.



- Fill in your information to create an account.
- Once you create your account, you will be redirected to the login page.
- Log in with your new credentials created.

2. Associate your Douglas PUD account with your Paymentus account.
 - You should be logged into your Paymentus account.
 - Click on the Accounts tab.
 - Click on the Add an Account link at the bottom of the screen.
 - The Add an Account form will show two fields:

i. Payment Type – This is non-editable and should read "Utility Bill"

ii. Account Number – This is where you put your Douglas PUD account number without the dash.

- Read the T&Cs and check I agree.
 - Click the Add button and you will see a message stating that "Account has been successfully added to your profile".
3. Setup a payment schedule.
 - Click the AutoPay button on the left.
 - Click Add New
 - Select Account. Click Continue.
 - Select Payment Method or add a New Method.
 - Select the frequency option.
 - i. On the due date of each bill
 - ii. Budget Customers choose Monthly fixed and 15 as schedule day.
 - Leave End Date blank.
 - Click Confirm Schedule button
 - You will see a summary screen to review the payment schedule information and an email will be send to confirm your schedule.