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 Over the past 18 months, Douglas PUD has been working to replace the outdated customer information system with a new and improved one.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, 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.

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~
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 • 509/886-4501

A Brand New Look!

Customer Account Number

Route 88
Due Date 05/09/2011
Amount Due 69.00
Amount Enclosed

Service Address
1234 Main Street

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

Read Dates

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<th>Meter Readings</th>
<th>Present</th>
<th>Previous</th>
<th>Days</th>
<th>Code</th>
<th>Present</th>
<th>Previous</th>
<th>Multiplier</th>
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<td>02/26/2011</td>
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<td>MR</td>
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<td>1</td>
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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

BILLING SUMMARY

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

ELECTRIC CHARGES:
Daily Charge: 0.296 58 days 17.17
Kwh Consumption Charges: 0.0208 2,480 51.58
CURRENT CHARGES 68.75
CURRENT CHARGES (rounded to nearest dollar) 69.00

TOTAL AMOUNT DUE $69.00

ELECTRIC USAGE HISTORY

YEAR
2009 □ 2010 □ 2011

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: