Instructions for Submitting a PUD Application for Service

PLEASE CALL CUSTOMER SERVICE if the power is OFF
425-783-1000, 8:00 a.m. - 5:30 p.m., Monday-Friday (except holidays)

If the power is OFF, an application for service submitted online will NOT restore power, and the application will be rejected.

Access Snohomish County PUD’s site at www.snopud.com
At the homepage:
Select YOUR ACCOUNT, then
Select For Apartment Managers

At the For Apartment Managers page, you will find:
• A link to the Online Application for Service/Manager Reports
• Instructions for Submitting an Application for Service
• Tenant Information Form – each responsible party must sign this form accepting responsibility for billings
• Frequently Asked Questions (FAQ’s)
• Notice of Service Change form
• Instructions for Accessing Manager Reports

You will need:
• The service address, unit number and start date
• Information on any person who is financially responsible for billings at this address:
  - Name
  - Social Security Number
  - Date of Birth
  - Source of Income/Employer
  - Mailing Address (if different than the service address)

If you have all the necessary information, begin an Application for Service:

Click on link to Online Application for Service
The Required Info screen appears
Enter an Account Number and an Owner Agent Agreement Number. (If you need these numbers, please call Online Support at 425-783-8020, Monday through Friday, 8:00 AM to 5:30 PM, excluding holidays)
Select NEXT at the bottom of the Required Info screen

Note: Complete customer information is required in order to process your application.

1. Unit Selection
   The system allows you to sort by multiple options.
   To sort, you may choose a Filter from the drop-down menu on the Unit Selection screen. Available options are
   House Number, Street Name/Number, City or Unit.
   This enables you to view your property/units in the order you choose.
Filter Options

Single Street Address Sort
If you have a single street address for your entire community, you may wish to sort by House Number to easily locate your unit.

1.1 From Choose Filter drop-down menu, select House Number.
1.2 From Select House Number drop-down menu, select the House Number.
1.3 Select Filter Selection.
Note: All units at that house number will appear, sorted by unit number.
1.4 Click on the correct Unit Number. The start date screen appears.

Multiple Street Address Sort
If you have multiple street addresses in your community, you may wish to sort by Street Name/Number to easily locate your unit.

1.5 From Choose Filter drop-down menu, select Street Name/Number.
1.6 From Select Street Name/Number drop-down menu, select the Street Name/Number.
1.7 Select Filter Selection.
Note: All units at that street will appear, sorted by house number, then unit number.
1.8 Click on the correct Unit Number. The start date screen appears.

2. Start Date screen
Select the Responsibility Start Date (this date may not exceed 14 days prior to the current date). You may type in the date or click on the calendar icon located next to the date field. (If the PUD does not accept your start date, you may be contacted by PUD Customer Service.)

Note: On the Start Date screen, in order to advance in the application process, the box must be checked to indicate that each applicant has signed the Tenant Information form and accepts responsibility for billings.
Select Next to advance.

3. Customer Information
3.1 Enter the customer information in fields provided. A drop-down menu of selections is available when a blue arrow exists in a field.

Note: Required fields highlight with a red asterisk if you advance without completing them.
3.2 Select Source of Income from the drop-down menu.

Note: Data entry on this screen requires information based on the type of income selected (e.g., Employer requires an employer name and phone number).
3.3 Spouse/Cotenant selection option
Questions with a Yes/No option require different responses. (Example: If you select “Yes” for mailing address, the system requests a mailing address be entered. If you select “Yes” for spouse or cotenant, the system requests the required information.)
Select Next to advance.
4. **Previous Account Info**
   4.1 To end service/responsibility at the customer’s previous address, select Yes. This opens the **Previous Account Info** screen.
   4.2 Complete the Address fields (The address must be located in the PUD’s service area).
   4.3 Enter the End Date (cannot be prior to current date).
   **Note (NEW): If the move-out date is in the past, the PUD must use the date of notification as the end-date of the previous address.**
   4.4 Select **Next** to advance.

5. **Terms and Conditions**
   This is the **Electronic Signature Page**.
   5.1 Select the **Review Info** button to view all entered data.
   5.1.1 If no corrections are needed, select Close Window to return to the Terms and Conditions window.
   5.1.2 If corrections are needed, select Close Window to return to the Terms and Conditions window.
      Navigate to previous data screens by selecting the numbered links on the left side of the screen.
      Update data and click Next to save any changes.
   5.1.3 Select Terms and Conditions link to complete your application.
   5.2 A valid email address is required in the Email Address field. Notification will be sent to the email address provided when the application is received, accepted or rejected.
   5.3 If you agree to the Terms and Conditions, select I agree. To submit the application, select Complete Application.
   **The application will not be recorded until this step is complete. Please note the confirmation number at the top of the page.**
   **Note:** A printable copy of the application appears. It will state your application has been received and provides a confirmation number. You must call Online Support at 425-783-8020 (Monday-Friday, 8 AM to 5:30 PM, excluding holidays) if you have provided incorrect information. **DO NOT RESUBMIT to correct information.**
   5.4 If you disagree to the Terms and Conditions, select I disagree. This will end the process. Select Cancel Application to exit.
   5.5 Select Begin New Application to start another application or select the Log Out link on the left side of the screen to end this session.