

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
 - Mailing Address (if different than the service address)
 - Phone Numbers (Home/Cell/Work)
 - Email 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 *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.