

SNOHOMISH COUNTY PUD

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

What is MySnoPUD?

MySnoPUD allows you to view and pay your bills anywhere you have Internet access anytime you want. You can pay by transferring money directly from your bank account or by using credit/debit cards with the Visa MasterCard logo (pre-paid credit cards are not accepted).

Who can use MySnoPUD?

Any Snohomish County PUD customer with a PUD account for electrical service and/or water service.

Is there a fee to use MySnoPUD?

No. MySnoPUD is provided at no additional charge to PUD customers.

If I am running a spam filter, how will I receive MySnoPUD email notifications?

Any spam-blocking filter on your computer system could result in the blocking or delay of legitimate emails from Snohomish County PUD regarding your MySnoPUD account. As a subscriber to MySnoPUD, please add "myaccount@snopud.com" to your approved list of email addresses if you use a spam-blocking filter.

What if I forget my User ID or password?

Your user id is your email address. If you forget your password, go to snopud.com and click on the red tab ("MYSNOPUD"). Then select "Sign Into Account" and click "Forgot Your Password." Enter your account number and email address and a temporary password will be emailed to the email address.

Who can help me if I have a question?

Please contact PUD Customer Service at 425-783-1000 (toll-free in Western Washington and outside of the Everett local calling area at 1-877-783-1000), Monday through Friday, 8 a.m. to 5:30 p.m. PST, excluding holidays.

What happened to my Snopay profile?

Snohomish County PUD has created a new customer self-service portal, MySnoPUD. MySnoPUD will offer our customers a better online experience with more features than ever before. We converted as many SnoPAY profiles into MySnoPUD profiles as possible. Your user name in MySnoPUD is your email address that you used in SnoPAY.

CONVERSION FROM SNOPLAY TO MYSNOPUD

How do I know if my profile converted from Snopay to MySnoPUD?

We converted as many customers as we could to make it easier for you to use our new portal, MySnoPUD. You should have received an email instructing you to set up a new password and payment choices if you were converted to MySnoPUD. If you did not receive this email, please go to snopud.com/mysnopud to sign up. If you are unable to create a new profile, please contact PUD Customer Service.

How were SnoPAY accounts converted to MySnoPUD?

Eligible customers were sent a “Welcome to MySnoPUD” email instructing them to set up a new password to gain access to their new profile. Remember these basics for MySnoPUD:

- Your email address is your user name
- Password requirement: 8 character minimum, 1 upper case, 1 lower case and 1 number or symbol
- Wallet, Auto Pay (recurring payments) and Communication Preferences have to be set up (because your personal information is protected, no financial information was converted)

What was the criteria used for converting SnoPAY accounts?

- At least one active account in SnoPAY
- Existing profile isn't a partial list of the accounts you have
- If user email was used across several user names, then we looked at the last login and most recent recurring payment for the conversion (recurring payments on a profile trumped the last login)
- If you had special password protection on your account, we did not convert your profile
- A converted customer who received a paper bill and signed up for paperless billing (“hybrid” account) was converted without change
- If a customer was enrolled in paperless billing only, that status continues in MySnoPUD
- Customers who were not eligible for conversion were switched back to receiving paper bills and will have to set up a new account in MySnoPUD
- Because your personal information is protected, neither wallet (saved payment methods) nor recurring payment (Auto Pay) information was converted

ENROLLMENT

Why should I enroll?

You get the extra benefits of the ability to: go paperless, view and pay your bill online, graphs for consumption and billing amounts, set up a scheduled payment or auto pay, download and export consumption and billing history and set up alert notifications (e.g., email, text, etc.).

How do I enroll?

You will need to know your PUD account number and service address zip code to enroll. To enroll, go to snopud.com and click on the red tab (“MYSNOPUD”), then select “Sign Into Account,” which takes you directly to the login page. Click on the “Create an Account” link and follow the prompts to enter your PUD account number, Zip Code, Email Address, Password and Secret Question. Your email address will serve as your username for MySnoPUD.

PAYMENTS/BILLS

Can I make all my PUD payments through MySnoPUD?

You can pay your security deposit billing, electric and/or water PUD bill.

What types of payment methods are accepted through MySnoPUD?

Payment methods include:

- Checking or savings bank accounts
- Visa/MasterCard credit/debit cards. (Prepaid credit cards are not accepted.)

Can I make a one-time payment without enrolling?

Yes, go to snopud.com and click on the red tab (“MYSNOPUD”), then select “One-Time Payment,” and follow the prompts. You will need to know your PUD account number and service address zip code.

Can I set up my payment in advance?

Yes, if you are enrolled and logged onto the MySnoPUD website, there are two ways to do this.

- You can *schedule* a one-time payment to occur either in the future or on the due date. To do this, go to the “Manage Account Screen” and click on “View/Pay Bill.”
- You can also set up *Auto Pay*, for recurring payment on the due date or a fixed day of the month (any day between the 1st and the 28th).

Can I cancel a scheduled payment?

You may cancel a payment up until the scheduled payment date.

Can I use MySnoPUD to sign up for Project PRIDE?

Yes, go to the “User Menu” and click on “Project PRIDE.” You can schedule a one-time donation or monthly contribution.

Can I print a copy of the bill for my records?

Yes, you can download and export your billing and payment history using the “Manage Account” screen. Billing/payment history is available from 2017 moving forward.

SECURITY

How is your data security and privacy assured?

All data transmissions employ current level encryption, and Kubra (our third-party bill-payment/ processing vendor) undergoes annual audits to verify that its electronic payment processing meets industry standards for data security and privacy as required by the credit card companies and banking system.

PUD Policy: At the PUD, customer service representatives must be able to view your enrollment account in order to help you, but they do not have access to sensitive financial information such as your credit-card number or bank account number.

You can view the [MySnoPUD Privacy Policy](#) for more details.

Who has access to my payment information?

Only you, authorized PUD employees, and Kubra have access to your payment information, **excluding** payment account information.

PHONE PAYMENTS

How do I make a payment?

You will need to know your PUD account number and service zip code. Call toll-free at 888-909-4628 and follow the prompts.

Who can use the Phone Payment service?

Any Snohomish County PUD customer with a PUD account for electrical service and/or water service.

Can I make all my PUD payments through the Phone Payment service?

You can pay your security deposit billing, electric and/or water PUD bill.

What types of payment methods are accepted through the Phone Payment service?

Payment methods include:

- Checking or savings bank account
- Visa/MasterCard credit/debit cards (pre-paid credit cards are not accepted)