



Instructions for Submitting a PUD Application for Service

Important! If the power is OFF:

- Please call 425-783-1012, weekdays 8am to 5pm (excluding holidays). An application for service submitted online will NOT restore power, and the application will be rejected.

If the power is ON:

Go to www.snopud.com/oas

You will find:

- A button link to [MySnoPUD](#) to sign in and access the landlord portal
- Instructions for Submitting an Application for Service
- Owner Agent Brochure
- Frequently Asked Questions (FAQs)

You will need:

- Information on the person financially responsible for billings at this address:
 - Legal first name, last name and middle initial
 - Valid Social Security Number (SSN)
 - Date of Birth
 - Contact information (phone number and email address)
 - Service address with zip code
 - Driver's license number and state

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

- Click on button link to [MySnoPUD](#)
- The **Sign In** screen appears
- Enter **username** and **password** to sign in or create account if you have not yet set up a MySnoPUD login.
- Select **Sign In** and click the **User Profile** icon located in the top right-hand corner, then click Landlord to access the Landlord Portal.

Note: Complete customer information is required to process your application

Landlord Page

To access the landlord Portal, click on the user profile icon in the top navigation bar and select the Landlord option.

- **Managing Owner Agent Agreements.** View and manage all Owner Agent Agreements in one place. You will be able to conveniently view addresses, responsibility, start and end dates, plus service type.
- **Filter Options.** To filter properties by unit, address or responsibility (tenant vs owner), use the search function at the top of the property list. Searching by unit, address, or responsibility will filter out all properties matching the search criteria.
- **Export to CSV.** Allows data download into a CSV file for easy tracking and recordkeeping.

Initiating service on behalf of the tenant

Click on the user profile icon in the top navigation bar and select Start Stop Transfer service

1) Start New Service

- a) Enter the House or building number followed by the 5-digit zip code and click search.
- b) Select the correct unit number.
- c) Select starting services for tenant
- d) Click **next**

2) Start Service Date

- a) Select the start date from the dropdown
 - i) Start date must be today or a future date (up to 60-days ahead)
- b) Click **next**

3) Start Service Billing Address

- a) Defaults to service address is mailing address.
 - i) To use a different mailing address, toggle off the default selection and enter the mailing address.
- b) Click **next**

4) Customer Information

- a) Enter the requestor's information
 - b) Enter the tenant information
 - c) Click **next**
- **Note:** Required fields will highlight with an asterisk (*). If you try to advance without completing them.

5) Confirmation

- a) Review all details on the confirmation page
- b) Click **submit**
 - i) A success message will confirm the service request is complete.
 - ii) If the request is unsuccessful, a message will pop up with instructions on how to complete your request.

6) Owner Agent Agreements page update

- a) **Refresh** the owner agent agreements page to view the recent change

Initiating service back to the Owner Agent

Click on the user profile icon in the top navigation bar and select Start Stop Transfer service

1) Start New Service

- a. Enter the House or building number followed by the 5-digit zip code and click search.
- b. Select the correct unit number.
- c. Select starting services for Self
- d. Click **next**

2) Start Service Date

- a. Select the start date from the dropdown
 - i. Start date must be today or a future date (up to 60-days ahead)
- b. Click **next**

3) Customer Information

- a. Enter the requestor's information
- b. Click **next**

4) Confirmation

- a. Review all details on the confirmation page
- b. Click **submit**
 - i. A success message will confirm the service request is complete.
 - ii. If the request is unsuccessful, a message will pop up with instructions on how to complete your request.

5) Owner Agent Agreements page update

- a. Refresh the owner agent agreements page to view the recent change