

Open for details...

Your bill has a new format



Download our SmartHub apps at GooglePlay or the App Store



Start Here

Create your SmartHub account

- Go to www.clpud.org and click on the large SmartHub box in the middle of the page. Then click "New User?"
- Enter your new account number (on the enclosed bill), the last name or business name associated with the account, and your email address. Your email address will become your username.
- Enter the security information requested. SmartHub will send a temporary password to your email address.
- Use your email address and temporary password to log in to SmartHub. Your SmartHub account will be ready to use!



Your Guide to Our New SmartHub Site!



Quick Links

Quick Links offers shortcuts to pay your bill, manage your account, look at any service requests you may have, your billing history, and past usage



View and Manage My Usage

View average use and compare use history and weather trends



- Quick Links
- I want to...
 - Pay My Bill
 - Manage My Registered Accounts
 - View Service Requests
 - View Billing History
 - View Usage
 - Get Help
- Central Lincoln People's Utility District

View and Manage My Usage

Take advantage of our usage management tools!

Key Features

- Analyze and understand usage trends to find ways to cut back.
- Create and track a **monthly budget** to avoid unexpected high utility bills.
- Set a point or range in time to **compare differences** in usage.
- And much more.

Check out all the great My Usage features! [Start Now »](#)

Communication / Alerts

Communication / Alerts Alerts, such as notice of a late payment, or an overdue bill, are displayed here

Account Overview

Pay all outstanding balances »

JANE PUBLIC

Next Due: 04/11/2018 Amount: \$76.54 Total Due: \$76.54 [Make Payment »](#)

Account	Date Due	Amount
electric 123456789	04/11/2018 View Bill »	\$76.54 Pay Account »

[See Less](#)

Account Overview View balance, amount due, or make a payment

Billing & Payments

Use BILLING & PAYMENTS to:

- set up AutoPay
- view Billing and Payment History
- pay your bill

My Profile

Use MY PROFILE to:

- sign up for Paperless Billing
- manage Account Information including Password

A Guide to Your New Bill

- 1 **New Toll-Free Number!** We now have a toll-free number for you to use wherever you're calling from. Calls go to the first customer service representative available in Florence, Newport or Reedsport.
- 2 **Previous Balance:** The amount of your previous month's bill.
- 3 **Payments Received:** Total payments received in the past month.
- 4 **Balance Forward:** Any amount owing after payments were received.
- 5 **Current Charges:** The amount owed for this billing period.
- 6 **Amount Due By (date):** The total amount owed for this billing period and its due date.
- 7 **Amount Due After (date):** If the bill is not paid by the "Due By" date, it will be counted as late, and a late fee of \$3 or 1.5% (whichever is higher) will be added to the bill. This amount is the total that will be due if a payment is late.
- 8 **Mailing Address:** Many of you don't receive mail at your service address (12). This is the address to which we mail your bills.
- 9 **Account Number:** This is your new Central Lincoln account number! You can use it to sign up for SmartHub (see the front of this publication).
- 10 **Billing Date:** The date your bill was issued and mailed.
- 11 **Service Type:** The type of service you have with us—residential, commercial, industrial, etc.
- 12 **Service Address:** The physical address for this account.
- 13 **Service Description:** Home, shop, business, etc.
- 14 **Meter Number:** The number on the meter assigned to this location.
- 15 **Service:** The beginning and end dates for the billing period covered by the current bill.
- 16 **Days:** The number of days of usage calculated for this bill. As calendar months can have 28, 29, 30 or 31 days, this number reflects the exact number of days of electricity use being billed. Billing periods can also vary due to holidays.

- 17 **Readings:** The first number is the total number of kilowatt hours (kWh) used since your meter was installed. The second number includes the kWh logged on your meter during this billing period.
- 18 **kWh Usage:** The number of kilowatt hours you used in this billing period.
- 19 **Demand (kW):** The amount of energy you consume at any given time is referred to as "demand." We measure demand in 15 minute intervals. This number is the "peak demand"—the amount of energy consumed during the 15 minute interval in which you consumed the most energy.
- 20 **Kilowatt (kWh) Usage History:** This table shows your total kilowatt use for the past year by month, and a comparison of use for the current billing period compared to that same period a year ago.
- 21 **Energy Charge:** The charge for the kilowatt hours you used in this billing period. (15)
- 22 **Service Availability Charge:** This charge helps pay the cost of providing infrastructure (lines, transformers, utility poles, substations, etc.) to your service address (12).
- 23 **(City) Franchise Fee:** Some cities in our District opt to levy a fee on customers' electricity bills. These funds are collected and sent to those cities every month. If you live in one of these cities, this will be on your bill.
- 24 **Phone Number:** Please check to make sure we have your current phone number. In the event of an outage, it will help us find your location more quickly, helping us to resolve the issue even faster.
- 25 **Project Care Donation:** Project Care raises funds to help customers in need pay their electric bills. Donors give by having us "round up" their bills to the nearest dollar, contributing the extra cents to Project Care, or adding a monthly donation.
- 26 **SmartHub:** Our new, convenient account management tool. See other side for details!
- 27 **Pay-By-Phone:** Our new easy way to pay by phone anytime day or night. Just call 844-239-0076.

More Questions? Email us at info@clpud.org



Questions? Contact us at 541-265-3211 or toll-free at 1-877-265-3211. 1
Visit us online at www.clpud.org.

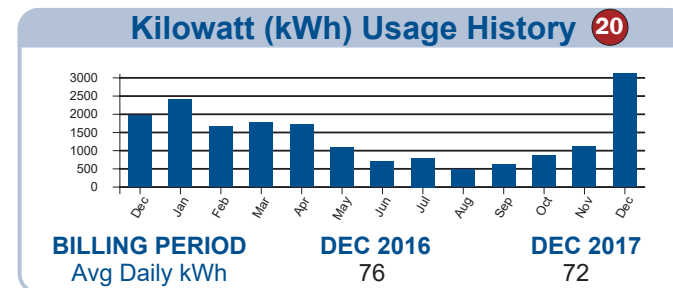
JANE PUBLIC
JOHN PUBLIC
2129 N COAST HWY 8
NEWPORT OR 97365



Service Summary		
2	Previous Balance	97.23
3	Payments Received	97.23
4	Balance Forward	0.00
5	Current Charges	93.03
6	Amount Due By 01/11/2018	93.03
7	Amount Due After 01/11/2018	96.03

Account Number: 123456000 9 Billing Date: 12/27/2017 10

Service Type 11				Service Address 12			Service Description 13		
Schedule 100 - RESIDENTIAL SERVICE				2129 N COAST HWY			HOME		
Meter Number 14	Services 15		Days 16	Readings 17		Billing Multiplier	kWh Usage 18	Demand (kW) 19	
	From	To		Previous	Current				
654321	12/01/17	12/31/17	31	2503	3483	1	980	8.0	



Current Charges Detail		
21	Energy Charge	980 kWh x 0.0735 = 72.03
22	Service Availability Charge	21.00
23	(city) Franchise Fee	0.00
5	Total Current Charges	93.03
4	Balance Forward	0.00
6	Total Amount Due	93.03

SmartHub is here! Pay your bill, sign up for Auto Pay and paperless billing, view your usage history, and more.

If you use a bank or credit union's bill-pay service or other payment system, please make sure to give them your NEW account number—it's above on this bill. Otherwise your payment may not be credited to your account in a timely fashion.

KEEP SEND
 Account Name: JANE PUBLIC
 Mailing Address: JOHN PUBLIC
 2129 N COAST HIGHWAY
 NEWPORT OR 97365
 Phone Number: 541-265-4321 24

Check here and complete reverse side for changes to your personal information (address, phone, email, etc.)

To comply with industry standards, card payments need to be processed by phone, or online with SmartHub.



- CLPUD SmartHub gives you account access 24/7
- Pay your bill online at www.clpud.org via SmartHub 27
- CLPUD Pay-By-Phone toll-free number: 844-239-0076

9	Account Number	123456000
6	Total Amount Due By 01/11/2018	\$93.03
7	Total Amount Due After 01/11/2018	\$96.03
25	Project Care Donation	

Central Lincoln People's Utility District
 PO BOX 1126
 NEWPORT OR 97365-0090



This is an example of a basic residential bill. Your bill may have different elements, depending on your type of service and the options you've selected.

391030004007504000017652000017652122820169