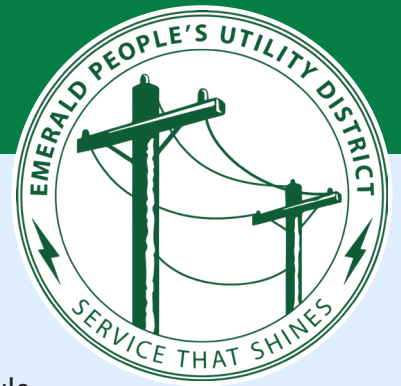


Payment Options



Emerald PUD is pleased to provide the following payment options.

AUTOPAY

AutoPay is a quick and convenient way to pay your bill each month and maintain an excellent payment history with us. You pick a monthly due date to fit your schedule, and once AutoPay is set up on your account, your payments will post automatically each month. Sign up today using your checking account or credit/debit card!

ONLINE BILL PAY WITH SMARTHUB:

If you like to manage your account and view/pay bills online, then our SmartHub site is the way to go! Sign up today by visiting www.epud.org and clicking on the [Online Bill Pay with SmartHub](#) link or download the free app on your mobile device.



- Pay with your Visa/MasterCard credit/debit card or checking account
- Payments made via SmartHub post to your account immediately
- SmartHub is **secure**; payment information is not retained unless you choose to store it
- Stored payment information is encrypted; employees can see only the last four digits of your card number or checking account number
- View current or past bills with the complete, detailed information shown on printed statements
- Use SmartHub to easily update your contact information, sign up for AutoPay, or view daily energy usage

PAPERLESS BILLING

Sign up for PaperLess Billing to **get \$5 back** on your next bill! Log onto your account, and click on [My Profile](#), [Update My Printed Bill Settings](#), [Turn Off/On Printed Bill](#).

- Paperless Billing offers convenience and savings to customers and helps the utility save money as well. In fact, paperless customers help us save more than **\$56,000** a year in printing, postage, and labor costs—savings Emerald passes on to you through low rates!
- Emailed notifications show basic account information (account number, balance, due date) and contain a link to the SmartHub webpage where the statement can be viewed in full detail. You are not required to pay with SmartHub—you can still pay by mail, phone, or in person.



**GO PAPERLESS!
GET \$5 BACK!
KEEP RATES LOW!**

BUDGET PLANS

Emerald offers two convenient options to make budgeting your bill easier:

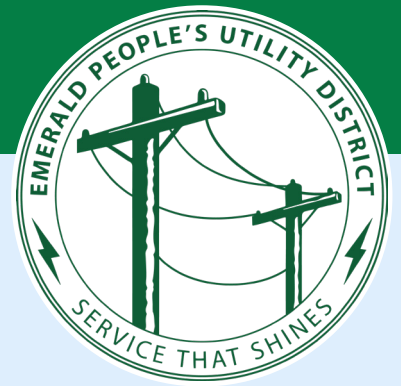
- **Average Pay** levels out your monthly payment to avoid the “ups and downs” typical for summers and winters here in the Northwest. Each month, this plan calculates an average based on the service location’s previous 12-month history and charges you that average on your monthly bill. Your payment will vary a small amount each month, as the average changes with your usage.
- **Equal Pay** calculates an average of your service location’s 12-month billing history and charges that same amount each month for 12 months. A new monthly payment amount is recalculated annually by averaging the previous year’s history. Accounts that have been active for a minimum of 12 months and are not currently past due are eligible for the Equal Pay plan and can be signed up during the enrollment period, April through June of each year.

NOTE: Average Pay and Equal Pay options do not provide discounted rates.



541-746-1583 / www.epud.org

Payment Assistance



If you're having difficulty paying your bill, please contact us to discuss payment arrangements and/or payment assistance.

COLLECTIONS

As part of our collections process, past-due reminders and final disconnect notices may occur even if a payment arrangement has been made. Please keep in mind, payment arrangements are formal agreements which, if broken, can result in service disconnection without additional notice.

In the event an account balance becomes past-due, service charges may be added to the account to cover the costs of collection efforts. This includes costs associated with returned checks, disconnect notices, and disconnection and reconnection of service.

NOTE: Service disconnections due to non-payment are only performed Monday through Thursday and will not be performed on weekends or holidays.

EXAMPLE OF COLLECTION SCHEDULE

Billing Date	09/05/18
Due Date	09/20/18
First Disconnect Notice	10/03/18 <i>(Notice appears on following month's bill)</i>
Final Disconnect Notice	10/11/18 <i>(Separate mailing is sent)</i>
Date Eligible for Disconnect	10/22/18 <i>(Payment must be received before this date)</i>

PAYMENT ASSISTANCE

- **HELPING HANDS** is a seasonal program funded by Emerald PUD customers and administered with help from various community agencies. It typically opens in February and remains open until funds are exhausted on a first-come first-served basis. There is no waiting list. Call us at 541-746-1583 for a referral.
- **ERAP** (Emerald Rate Assistance Program) is an assistance program that opens in March and remains open until funds are exhausted. This program is available to households of senior or disabled persons, or child(ren) age 6 and under. ERAP is funded by Emerald PUD and administered by Lane County Human Services Commission. Call 541-682-3378 for information.
- **LIHEAP** (Low Income Home Energy Assistance Program) is a federally funded program managed by Lane County Human Services Commission and administered by various agencies. The LIHEAP program opens to the general public in November and remains open until funds are exhausted.

- **LIHEAP INFORMATION FOR SENIORS:**

- (Eugene) Campbell Senior Center 541-682-5354;
- (Springfield) Willamalane Adult Center 541-736-4406;
- (Cottage Grove) Senior Connections 541-682-7810;
- (Veneta) Fern Ridge Service Center 541-935-2262;
- (Junction City) Viking Sal Senior Center 541-998-8445

- **LIHEAP INFORMATION FOR THE GENERAL PUBLIC:**

- (Springfield) Catholic Community Services 541-747-8349;
- (Eugene) Catholic Community Services 541-345-3642;
- (Cottage Grove) Community Sharing 541-942-6492

- **OTHER ASSISTANCE AGENCIES:**

- (Junction City) Junction City Local Aid 541-998-3992;
- (Veneta) Mid-Lane Cares 541-935-0948;
- (South Lane County) Cottage Grove Community Sharing 541-942-2176

