

Recurring Card Payment (RCC) Update Instructions

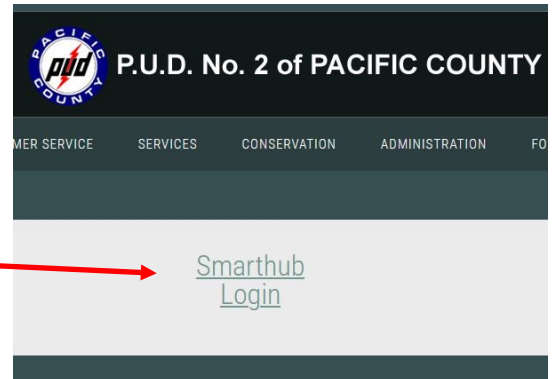


Updating via phone

1. Call 1-844-829-1962
2. Select Option #4 – To edit a recurring payment.
3. Input your electric account number
4. Confirm your service address
5. Input your credit card number

Creating a Smarthub* Account (if you do not already have one)

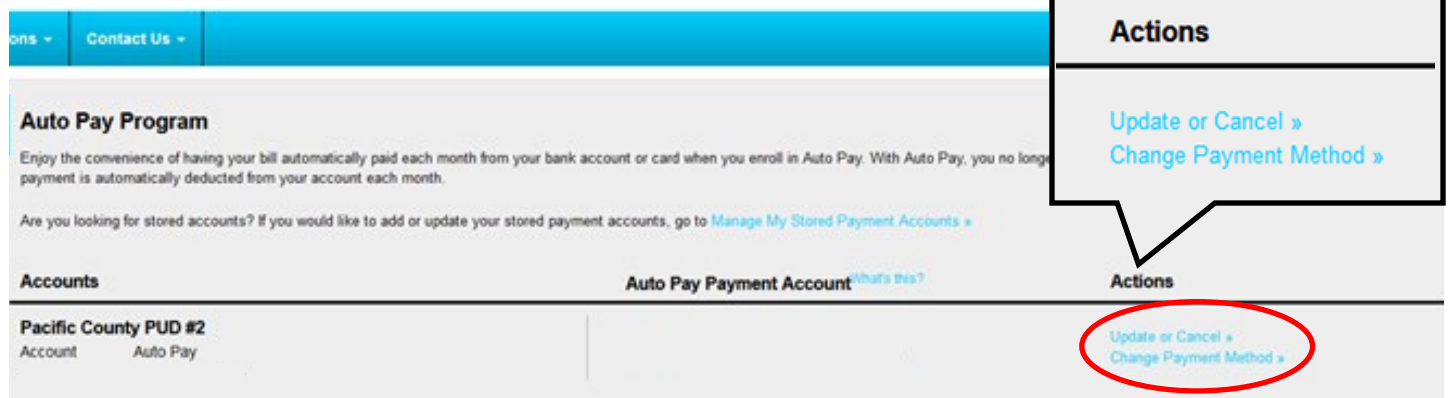
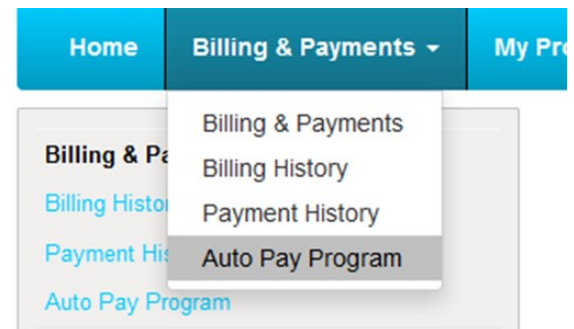
1. Visit our website at www.pacificpud.org
2. On the home page, select “Smarthub Login”
3. You will then be redirected to the sign in page where you will select “New User?”
Sign up to access our Self Service site”
4. Follow the prompts to create your Smarthub account, also known as an e-bill account



Updating through your Smarthub Account

Once you’ve successfully logged in to your Smarthub account (using steps 1-3 above):

1. Select Billing & Payments
2. At the bottom of the options you will see Auto Pay Program
3. You can update your autopay/recurring charge here!



If you have any questions, we are happy to help!

Our offices are available Monday-Thursday from 7 am-6 pm

Please call or email us at (360)642-3191/cs.south@pacificpud.org (Long Beach)

and (360)942-2411/cs.north@pacificpud.org (Raymond)

*Smarthub allows you to view your statements, enroll in paperless billing, set up your automatic payments, and make changes to your account(s).