



PUBLIC UTILITY DISTRICT NO. 1 OF MASON COUNTY

N. 21971 Hwy. 101
Shelton, Washington 98584

BOARD OF COMMISSIONERS

KARL DENISON, Commissioner
JACK JANDA, Commissioner
RON GOLD, Commissioner

New Phone System & Payment Features & a WARNING about Recent Utility Scams

MORE SECURE PAYMENT OPTIONS!

- ☀ We have recently implemented new features to make your payments more secure. We started by updating our very antiquated phone system in November and implementing touch tone options when folks call into the PUD.
 - You can now call in and press “1” to go directly to the phone payment system without having to go through our customer service department.
 - You may also call directly to the payment system by dialing 1-855-875-7210. Both systems are available 24/7.

- ☀ This new payment system is independent of the PUD’s physical system and has an even better state-of-the-art security and encryption protections to shield your personal and banking information. All payments- online, phone and in-office now go through this new system. We no longer keep any credit card information in-house. All credit card numbers are stored on the secured payment website for your protection.

- ☀ Starting in February, we are rolling out our automated phone calls to remind folks whose accounts are past-due that they need to make a payment. If your only line of communication is your cell phone, we need you to call our office to give permission to allow the system to call your cell phone. If your account is past due, you will receive an automated call but will not be able to pay directly over the phone with that call. You will have to call us back directly or go online to pay. This is to help avoid fraud.

AS TECHNOLOGY ADVANCES, SCAMMERS GET CREATIVE...

Several utilities have received calls about utility scammers who send letters and/or call people to tell them they’re going to be shut off if they don’t make immediate payment. Mason County PUD 3 just notified customers that they have had similar issues. You can read about it here:

<http://masonpud3.org/newsdisplay.aspx?newsid=1301>

While PUD 1 has not had reports of this happening to our customers, we want to make sure that you are not taken by surprise with the new automated calls that will occur if your account is past due.

If you ever have questions about the validity of the disconnect call you are receiving, please feel free to thank them for the call but state that you are going to hang up and call our office directly at (360) 877-5249 or toll free at (800) 544-4223.

We are always available to answer any questions or concerns about the new call features. We also ask you to report to us any suspicious calls regarding your utility bills. We appreciate our customers and continue to work to keep your personal and financial information safe!