



Virginia Dept. of Public Utilities

Payment Service Network: Information Reference Guide

Updated: May 3, 2012

1. Go into Payment Service Network by using the www.VPUC.COM website link.

2. Customer Registration process:

- a. Use First & Last Name – **and** – Account Number
- b. Choose the correct account and press **“Select.”**
- c. Give primary email address **and** confirm that email address
- d. Select a password **and** confirm the password
- e. Select a secret question that only **“YOU”** know the answer
- f. Press **“continue.”**

3. You are now in the system to make a payment and navigate through PSN

*****If a customer forgets their password there is a **“Forgot Password”** button they can click to generate a new password that will be sent to their primary email.*****

If they need to speak to a PSN rep. to reset their password, they can call the 877.885.7968 and a rep will assist with their password needs.

Payment Service Network Office Hours: Monday – Friday, 7:00am – 6:00pm CST

4. Payments:

- a. Online & Phone payments are FREE to the public:
 - i. You can only use your Checking/Savings and Credit Card payments.
 - ii. Maximum Check/Savings payment is: \$15,000.00, Minimum: \$1.00
 - iii. Maximum Credit Card Payment is: \$10,000.00, Minimum: \$5.00 (**Visa, MC & Discover**)

Customer must click on the **“Submit Payment”** button to complete payment.

5. Set-up Auto Payments: (customers screen)

- a. Make sure you choose the date that you would like payment to be deducted from your account. **Closer to due date is better.**
- b. Make sure you choose an amount of what you wish to have deducted or choose the button that states **“Pay Balance in Full.”** If a budget customer **“Pay Balance in Full”** will pull the most current budget payment each month.

6. Setting up the Auto Payments: (Office) Your tab calls it **“Setup/Change Auto-Pay”**

- a. Make sure to click on the **“Activate”** button.
- b. Choose the date when you wish deduction to occur
- c. **Do Not** have the first date to also be the payment date. (Customer will have to make a one-time payment because system cannot pick up that payment that quickly if pull date and activation date are the same.)
- d. To pay balance in full leave field **“0.”** This will pick up the full amount each month.



Telephone Numbers for PSN (Payment Service Network)

Payments: 877.885.7968 (Customers should always use this number.)

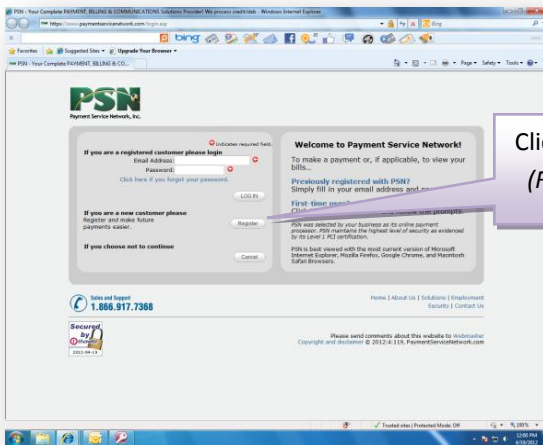
Customer Service: 866.917.7368 (Utility personnel use only.)

Virginia Residents:

How to Register to Pay Online or View Your Bill Online

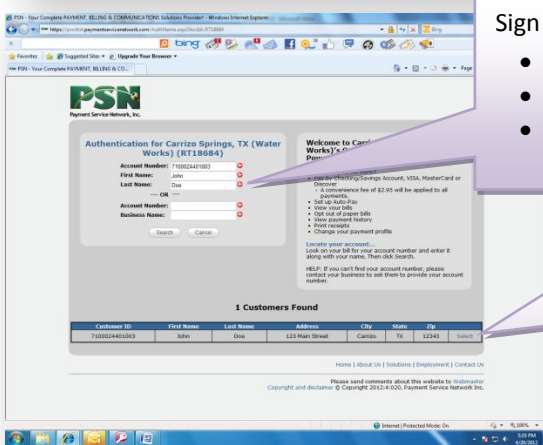


1



Click on Register (the first time you go online)
(Future payments, simply log in with your ID)

2



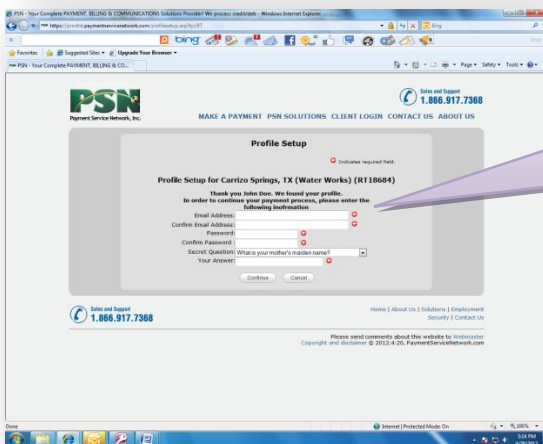
Sign in by entering:

- Account Number (this is on your utility bill)
- First Name
- Last Name

Once you hit Submit, your name should appear at the bottom

• Click on Select
If your name doesn't appear, make sure you have the correct account number. If you need assistance, please call Tracy Peterson at 748-7540.

3



Fill out the requested information and select Continue.

That's it. You can now view your bills and make a payment!

If you have questions on the amount of your bill or your account number, please call Tracy Peterson at 748-7540.

If you have questions on paying or viewing your bills online, please call PSN at 866.917.7368.