

Connections

Our monthly newsletter for residential customers



September 2018
Powering forward. Together.

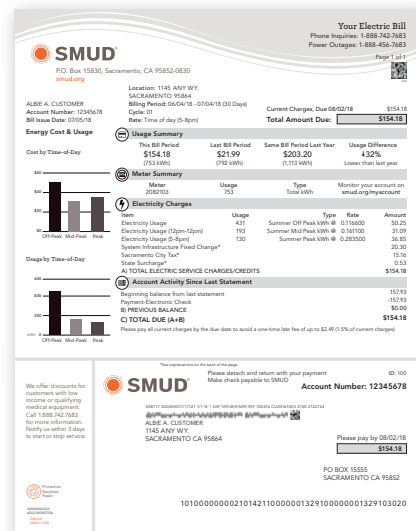
Introducing Time-of-Day Rates



We have a new Time-of-Day (5-8 p.m.) Rate which will become the standard rate for all residential customers in 2019. Today, the TOD Rate is open to customers with plug-in electric vehicles and rooftop solar systems. We'll begin transitioning other residential customers to the new rate starting in October 2018, and we expect to have most customers on the new rate by spring 2019.

TOD Rates better align with the actual cost of providing service. When you use electricity is just as important as the amount you use since you'll pay different rates for electricity based on the season and the time of day that you use it. TOD Rates are higher on weekdays between 5 and 8 p.m. because that's when it costs more to deliver energy to you.

Redesigned with you in mind



TOD Rates give you the flexibility to control your electric bill by:

- Shifting electricity use to lower-cost off-peak periods.
- Using less during the 5-8 p.m. peak hours when electricity costs the most.
- Reducing overall usage.

How will you be impacted?

Even without making changes to how and when you use electricity, most customers will have lower bills during the 8 winter, fall and spring months (October – May), but have higher bills during the 4 summer months (June – September).

Before you're transitioned to the new rate, we'll send you detailed information about what you can expect and when it will happen. For more information, as well as tools and tips to help you save, visit smud.org/TimeOfDay. •

A new redesigned bill is coming to your mailbox soon to better help you manage your energy usage and understand our new Time-of-Day Rate. The new bill will break down your energy usage and charges based on the time of usage and will include easy to read charts.

Log into your My Account at smud.org/MyAccount for more tools and resources to help you stay on track with your bill. •

Free classes

SMUD regularly holds a variety of educational classes and workshops at the SMUD Customer Service Center. Classes are held in the Rubicon Room, 6301 S. St., Sacramento unless otherwise noted*. Registration is required. Call **916-732-6738**, or visit smud.org/Learn to register.

Is solar right for you?

Wednesday, October 10, 2018 | 6 – 8 p.m.

Electric greeting cards – A family-friendly maker class

Saturday, October 13, 2018 | 2 – 4 p.m.

*Robbie Waters Pocket-Greenhaven Library

Spooky solar – maker class

Thursday, October 18, 2018 | 6 – 8 p.m.

Is an electric vehicle right for you?

Thursday, October 25, 2018 | 6 – 8 p.m.

Battery storage basics

Saturday, October 27, 2018 | 10 a.m. – noon

Webinar: Getting Smart about Smart Homes

Thursday, November 8, 2018 | noon – 1 p.m. •

Steer clear of scammers

Be on the lookout for scammers claiming to represent SMUD and threatening disconnection if immediate payment is not made. SMUD will never call you and demand payment, and we do not accept payment through wire transfers or off-brand pre-paid money cards, which is what scammers often request for payment.

Report scams to our customer service line at **1-888-742-7683** or email scams@smud.org. If you're ever asked to call another number, report it! For more information about scams see our fraud awareness page at smud.org/Scam for more details. •



Wonder why we invest in you?
We're community-owned, not-for-profit
smud.org/Community  **SMUD**

SMUD Board of Directors

Your elected Board of Directors holds regular meetings once a month on the third Thursday at 6 p.m. The first meeting of each quarter is held at 9 a.m. Meetings are streamed live and archived on smud.org. Meeting location: SMUD Customer Service Center, Rubicon Room, 6301 S St., Sacramento. Times and locations subject to change. For information and agendas, visit smud.org/Board, or call the SMUD Board Office at 916-732-6155.

Ward 1	Brandon Rose
Ward 2	Nancy Bui-Thompson
Ward 3	Gregg Fishman • President
Ward 4	Genevieve Shiroma
Ward 5	Rob Kerth
Ward 6	Dave Tamayo • Vice President
Ward 7	Bill Slaton

Customer Service: 1-888-742-SMUD (7683) or smud.org. Hours: Monday - Friday, 7 a.m. - 7 p.m.

SMUD, located at 6301 S St., Sacramento, CA 95817. To manage your account online, pay your bill or view your energy usage, go to smud.org/MyAccount.

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