

# Connections

Our monthly newsletter for residential customers



July 2020

Powering forward. Together.

## We're here to help



While COVID-19 has changed many aspects of SMUD's business, one thing hasn't changed, and that's our commitment to helping our customers and community. The COVID-19 pandemic will impact our customers for many months to come and we've taken additional steps to support those experiencing financial hardship.

- We've extended the suspension of all customer disconnects for non-payment through January 4, 2021 and we won't charge late fees to your bill. We want all customers to have power during this time.
- We also have flexible payment options, energy assistance rates and online tips and tools to help lower your summer bill.

We're here for you, just as we have been for more than 70 years. Please, be safe and stay well. Learn more at [smud.org/HereToHelp](https://smud.org/HereToHelp). •

## Your safety, our priority

Over the last few years, California has seen some of its most destructive wildfires on record. Our robust vegetation management program and other wildfire mitigation efforts help keep our employees, customers and community safe.

To reduce the risk of wildfire and improve safety, we make every effort to minimize potential risk in the construction, maintenance and operations of our electrical lines and equipment.

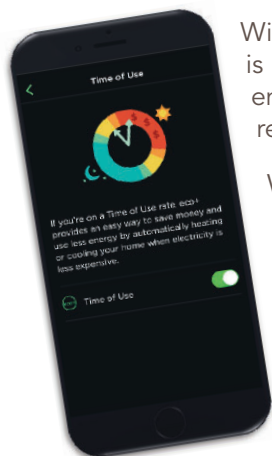
Our vegetation management crews work year-round to enhance prevention efforts by inspecting, maintaining and clearing large areas of trees with high fuel loads and elevated fire risk. We're also using digital technology to identify trees and other vegetative growth that pose



threats to public safety or to our power system reliability.

While our risk of wildfires is very low in Sacramento County, we're always looking for ways to minimize any threat. Learn more about how we're keeping our community safe at [smud.org/WildfireSafety](https://smud.org/WildfireSafety). •

## Summer savings from SMUD Energy Store



With summer here and temperatures rising, the biggest electricity user in your home is likely your HVAC. SMUD Energy Store is your one-stop shop for saving money on energy products during the long hot summer ahead, and it starts with a \$25 instant rebate on all smart thermostats on **SMUDEnergyStore.com**.

We're also introducing eco+, a free advanced feature that works with all ecobee smart thermostats to help you save energy and money—effortlessly. When you enable the eco+ Time of Use feature, it automatically makes your cooling and heating more efficient, helping you save money on SMUD's Time-of-Day (5-8 p.m.) Rate. Already own an ecobee? Open the ecobee app\* on your smart device to enable eco+.

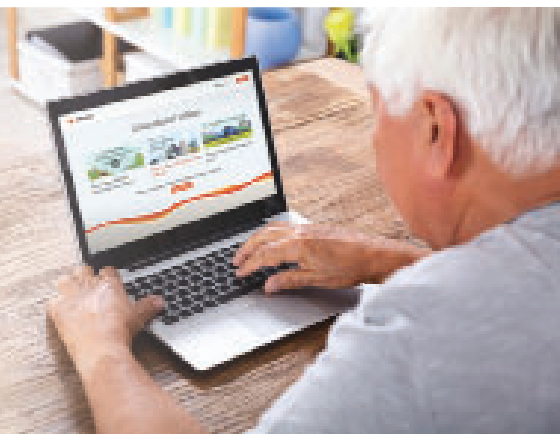
Shop for smart thermostats and more summer savings items at **SMUDEnergyStore.com** •

\*Once you've installed your ecobee smart thermostat, you'll receive your eco+ invitation within three weeks.

## Free online classes

We've got free and fun online classes for you and your family to learn more about energy and how it's used in our daily life. Explore our educational videos, recorded classes and other handy resources to learn about the latest in energy technology and ways to save money on your electricity bill.

Visit **smud.org/EnergyVideos**. •



## 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. Due to the COVID-19 pandemic, Board meetings are currently held online. Visit [smud.org/Board](https://smud.org/Board) for the latest information.

Ward 1 Brandon Rose  
Ward 2 Nancy Bui-Thompson • Vice President  
Ward 3 Gregg Fishman  
Ward 4 Rosanna Herber  
Ward 5 Rob Kerth • President  
Ward 6 Dave Tamayo  
Ward 7 Heidi Sanborn

**Customer Service: 1-888-742-SMUD (7683) or [smud.org](https://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](https://smud.org/MyAccount).

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