

Connections

Our monthly newsletter for residential customers



October 2020

Powering forward. Together.

We're here to help

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

- We're offering flexible payment arrangements for all customers and have suspended all customer disconnects for nonpayment through **January 4, 2021**. During this time, we also won't charge late fees to your bill.
- Summer Time-of-Day Rates (TOD) ended Sept. 30, you can still save year-round by shifting your electricity use to before 5 p.m.



and after 8 p.m., Monday through Friday or anytime on weekends and holidays.

- We know the COVID-19 pandemic means many customers will be spending more time at home. Our online tools, such as our TOD Cost Estimator and Energy Efficiency Home tips, will help you save energy and money.

- We've adjusted our qualifications for our energy assistance rate so it's easier to qualify.

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://www.smud.org/HereToHelp). •

Leading the way in carbon reduction

SMUD has led the way in carbon reduction, not just in Sacramento, but among U.S. utilities. Our green energy plan, with a goal of carbon neutrality by 2040, is among the most ambitious of any utility in the nation. Today, our power is among the cleanest in the country, about 50% carbon-free and it's getting greener every day. We know we can't stop there, and today we're

acting with an even greater sense of urgency while continuing to provide customers with reliable electricity at the lowest possible rates.

We're always exploring new and innovative technologies to continue leading the way in environmental sustainability. Visit [smud.org/Innovation](https://www.smud.org/Innovation) for more information. •



Your safety, our priority

Over the last few years, California has seen some of its most destructive wildfires on record. While our risk of wildfires is very low in Sacramento County, we're always looking for ways to minimize any threat.

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.

While our risk of wildfires is low, other factors such as winter storms can cause power outages. Please verify the contact information we have on file for you is correct. You can check your information by logging into smud.org/MyAccount or our mobile app or by calling SMUD's Customer Service line 1-877-622-7683. This will help us contact you in the event of an emergency.

Visit smud.org/WildfireSafety for more information. •

Lighting for better health

Did you know that lighting can affect your sleep, mood and health? October is Circadian Lighting for Your Health Month and we're showing you easy ways to improve your health and well-being with short how-to videos, customer testimonials, guides and free workshops available at smud.org/CircadianLighting.

And while you're at it, you can also find special discounts on circadian lighting technology at SMUDEnergyStore.com—your one-stop shop for saving money on all the best energy saving products. •



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 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

Commercial Customer Service: 1-877-622-SMUD (7683) or smud.org. Hours: Monday–Friday, 7 a.m.–7 p.m.

SMUD is 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.