

Connections

Our monthly newsletter for residential customers



February 2021

Powering forward. Together.

Register for COVID-19 assistance workshop

We know many in our community are struggling to pay their bill during these challenging times. While much remains uncertain, one thing is for sure – we're here to help.

If you're having difficulty paying your bill, visit smud.org/HereToHelp or call us at **1-888-742-7683**.

To learn more about our residential programs, discounts and COVID-19 assistance, register for our free, online workshop:

Assistance programs and discounts during COVID-19

**Thursday, March 4, 2021
Noon – 1 p.m.**

Register at smud.org/Learn.

We won't disconnect power for non-payment through **April 30, 2021, at the earliest**. If you're behind on your payment, you'll still owe SMUD for service, but you won't lose power or accrue any late fees. We also have flexible billing options and discount rates available for qualifying customers. •

Go electric and save with rebates up to \$3,000

As your community-owned, not-for-profit electric service, we offer rebates to help you upgrade to electric appliances in your home. Going all-electric is better for the environment and it's safer and healthier, too.

It's also better for your budget. Switching from gas to all-electric can save about \$500 per year on overall utility bills for the average residential customer, based on PG&E gas and SMUD electricity rates.

Electric Vehicle*	Rebates up to \$1,500
Induction Cooktop	SMUD rebate up to \$750
Heat Pump HVAC**	SMUD rebate up to \$3,000
Heat Pump Water Heater**	SMUD rebate up to \$2,500

* Rebate available at participating dealers.

**Rebates available for systems installed by an approved contractor in our SMUD Contractor Network. Find a contractor at smudcontractornetwork.org

For more than 70 years, we've provided safe, reliable and affordable power. The energy we deliver is now cleaner than ever – with about 50% coming from carbon-free sources. And we're committed to achieving 100%. When you go electric, you'll help contribute towards a clean, carbon-free future for our community.

Learn how you can save at smud.org/GoElectric. •

Considering an electric vehicle?



If you're in the market for a new vehicle or want to learn more about electric vehicles (EVs), we now have a new EV Support Program available to SMUD customers. Whether you already own an EV, or are thinking about purchasing or leasing one, you'll get free personalized phone or email assistance on EVs, charging, incentives and more. The program offers advice throughout your decision-making process from answering some of your most basic questions to offering support after the vehicle has been purchased.

Call 1-877-EV-HELP-1 or 1-877-384-3571 or email support@pluginamerica.org, or go to **Try PlugStar** on smud.org/DriveElectric. •

Breathe easier

Air filters clean the air in your home of dust, allergens, bacteria and smoke, but they work best when replaced regularly (every two months is recommended for average conditions). Our air filter subscription service, offered by our partner Second Nature, makes it easy to maintain healthier air by automatically delivering new filters to your door according to the schedule you choose. You'll know it's time to change your filter when the new one arrives, and you can even set a custom schedule that works best for your home. Plus, when you subscribe, your first shipment is **FREE!**

Sign up for easy auto delivery or shop for single-purchase air filter packs at SMUDEnergyStore.com/AirQuality. •



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

Customer Service: 1-888-742-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.