

Connections

Our monthly newsletter for residential customers



February 2022

Powering forward. Together.

Be prepared for storms

We've already seen some big storms this winter. It's always good to be prepared. If you lose power due to wind, rain or any other circumstances, rest assured SMUD crews will work quickly, safely and around-the-clock to restore your electricity as soon as possible.

Just in case, it's always a good idea to keep an emergency kit handy with the following items:

- Flashlight and candles
- Dry or canned foods
- Manual can opener
- First aid kit
- Blanket
- Self-powered radio
- Extra batteries
- Waterproof matches
- Plenty of drinking water
- Portable charger and cord



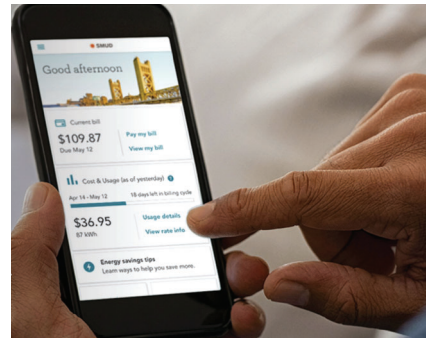
If there's a downed power line in your neighborhood, please stay away and immediately call SMUD's outage line at **1-888-456-SMUD (7683)** or call **911**. You can find updated outage information at smud.org/Outages, on the SMUD mobile app or by following us on Twitter at [@SMUDUpdates](https://twitter.com/SMUDUpdates).

Learn more storm safety tips at smud.org/Storms. •

Rate changes

Effective March 1, 2022, SMUD's rates will increase by 1.5% for all customers. The changes also include a new Solar and Storage Rate for customers that add onsite generation, such as rooftop solar and battery storage. Solar customers approved to connect to SMUD's grid before March 1, 2022 can stay on the existing Net Energy Metering (NEM) rate through 2030.

You can read more about rate changes approved by SMUD's Board of Directors in 2021 at smud.org/RateInfo. •



SMUD at your fingertips

The SMUD app is a great tool for staying connected to your account on the go. Track your bill, monitor your energy usage and stay updated on outage information in your area from anywhere!

You can also enable notifications to stay informed with mid-bill and past due alerts. Plus, you can set up autopay or guest pay options.

Enjoy an enhanced energy experience with an app built with you in mind.

Download it from the App Store for iOS devices or find it on Google Play for Android users. Learn more at smud.org/App. •

We're more than just your electric company



Each year, SMUD employees volunteer thousands of hours in the community and donate to local nonprofits through our SMUD Cares program. In fact, last year alone, employees personally donated over \$400,000 to organizations and causes they care about, helping local nonprofits keep their doors open during the pandemic.

Because we're community-owned and not-for-profit, we take great pride in not just providing your electricity, but also supporting our community. You're at the heart of all we do. Learn more about our efforts at smud.org/Community.

Watch out for scammers

Be on the lookout for scammers claiming to represent SMUD and threatening disconnection if immediate payments are not made. Remember, SMUD will never call and direct you to a non-SMUD payment facility or require a specific method of payment (such as a wire transfer or money card).

There are many ways to pay your bill. Online options include My Account, our guest pay option and the SMUD App.

Report scams to our customer service line at **1-888-742-7683** or email scams@smud.org. If you are ever asked to call another number, report it. Visit smud.org/Scam for more information.



SMUD Board of Directors

Your elected Board of Directors holds regular meetings once a month on the third Thursday at 5:30 p.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 • President
- Ward 2 Nancy Bui-Thompson
- Ward 3 Gregg Fishman
- Ward 4 Rosanna Herber
- Ward 5 Rob Kerth
- Ward 6 Dave Tamayo
- Ward 7 Heidi Sanborn • Vice President

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.