

Connections

Our monthly newsletter for residential customers



May 2022

Powering forward. Together.

Summer rates coming soon



Remember, from June 1 through September 30, we'll switch to summer rates. Here are some tips to help you reduce your peak energy usage and manage your bill, while keeping your home comfortable.

- If you're home during the day, Monday through Friday, consider doing household chores like running the dishwasher and doing laundry before 5 p.m. or after 8 p.m. You'll save even more and beat the hottest hours of the day when running your appliances and doing chores before noon. And remember, if you can hold off until the weekend or holidays, you'll enjoy the lowest off-peak price during all hours of the day.
- If you need to do household chores between 5 and 8 p.m. weekdays when rates are highest, try to avoid using multiple appliances like your air conditioner, washer and dryer and dishwasher at the same time.
- If you need to use your air conditioner during peak hours, try setting your thermostat a few degrees higher between 5 and 8 p.m. weekdays.

Check out smud.org/CostEstimator to see how much it costs to use common household appliances during off-peak, mid-peak and peak hours.

Learn more at smud.org/TimeOfDay. •

Easy protection for your biggest investment

For just \$7.50 a month, SMUD's HomePower program protects your home – and wallet – from the little things that could go wrong with your electrical components due to everyday wear and tear.

HomePower covers your home for up to \$500 in electrical repairs per year, and all work is warrantied and done by SMUD-approved licensed electrical contractors.

There's no deductible and you'll even get a 15% discount on services not covered under the program.

Learn more at smud.org/HomePower. •



Beware of scammers



We've received reports in recent months about people, posing as SMUD employees, trying to trick our customers into allowing them inside their home or business to check their utility service. Others

will call or email claiming to represent SMUD and threaten disconnection if immediate payments are not made. These scammers can be persuasive and even threatening. Here are some tips you should know:

- SMUD field crews carry photo identification cards at all times. If you're in doubt of someone that comes to your door, ask to see an ID card. A true SMUD employee will be happy to show it to you.
- All SMUD employees will drive a SMUD vehicle and wear clothing that shows the SMUD logo.
- Ask for a name, SMUD employee number and supervisor's name and call 1-888-742-SMUD to verify the person's identity.
- 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 options and the SMUD app.

You can report scams to our customer service line at **1-888-742-7683** or email scams@smud.org. Visit smud.org/Scam for more information. •

Call 
before you dig

Spring is here and that means you might have the itch to get started on your next landscaping project. If you do, make sure to call 811 at least 2 business days before starting your project to make sure it's safe to dig.

Once you make that call, any utilities that have underground services near your dig site will come out and mark their location. Keep those marks visible throughout your project. If they become obscured, call 811 again for remarking.

To learn more, visit smud.org/Call811. •

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.