

- Enroll in paperless billing
- Pay your bill
- Set up automated payments
- Sign up for programs and services
- View electricity usage
- Manage your alert preferences
 - We're required to automatically enroll our customers in alerts for service outages and updates. You can opt out at any time by updating your contact preferences at smud.org/MyAccount or by phone at 1-888-742-SMUD (7683).

Paying your bill

Please pay this bill no later than the due date printed on the front of this billing statement. **This due date does not extend the due date for any past due balance, and a late fee of 1.5% will be applied to outstanding balances of more than \$10. Energy Assistance Program Rate (EAPR) customers are not charged late fees.**

We may discontinue service after giving notice if payment has not been received for electric bills and related charges, or you have failed to establish or re-establish credit. We may require a deposit on your account if:

- You have 2 un-honored checks within a 12-month period
- Your service is eligible for disconnection due to non-payment
- You declare bankruptcy

If you have questions about your current bill, please call Customer Service within 5 days of receipt. We will accept written inquiries on a separate sheet of paper; please do not write on the bill. Include your name, address, phone number and account number. We may require a deposit of the disputed bill as evidence of good faith. If after taking the steps above you believe we didn't follow our policies or rules and regulations, you may request a hearing by calling 916-732-5036, 8 a.m. - 5 p.m., Monday-Friday excluding holidays.

Our rules and rates are available in full at smud.org/Rates.

Please notify us at least 3 business days in advance when requesting termination of service. Customers will be held responsible for all service at their premises until the date of termination. You can also go to **smud.org/Move** to move, start or stop service.

System infrastructure fixed charge

The monthly charge covers some of the costs associated with the meter, neighborhood distribution facilities (lines, poles, transformers and some equipment) required to provide electric service, and operating expenses such as customer services and billing. The System Infrastructure Fixed Charge is billed in addition to the electricity usage and varies by rate category.

We collect a utility tax for cities and unincorporated areas of Sacramento County, and a California State Energy Charge. For more information call the appropriate agency:

- City of Sacramento 916-808-7736
- County of Sacramento 916-874-8700
- City of Citrus Heights 916-725-2448
- City of Rancho Cordova 916-851-8700
- City of Elk Grove 916-683-7111
- State of California 1-800-400-7115

Energy Assistance Program Rate (EAPR) – A monthly discount for qualified income-eligible customers. Learn more at smud.org/LowIncome.

Medical Equipment Discount (MED) Rate – A monthly discount to help offset the cost to use qualifying electrically-powered medical equipment. Learn more at smud.org/MED.

Assist income-eligible customers in crisis with a voluntary contribution through your monthly bill. Learn more at smud.org/EnergyHELP.

- **Home Energy Assistance program (HEAP)**
Apply online at communityresourceproject.org/Apply-Online
If you can't apply online due to a hardship, call 916-567-5200.
- **Salvation Army** – 916-678-4010

- **Residential:** 1-888-742-SMUD (7683) Mon–Fri 7 a.m. - 7 p.m.
- **Commercial:** 1-877-622-SMUD (7683) Mon–Fri 8 a.m. - 5 p.m.
- **Power Outages:** 1-888-456-SMUD (7683) (24 hour emergency service)

Review and pay your bill, report an outage, monitor energy use and manage your account. The app is available for download in the Apple App Store for iPhone, and in Google Play for Android devices. Learn more at smud.org/App.

Go paperless!
It's as easy as 1,2,3....

1 Go to **smud.org/MyAccount** → **2** Sign in or click ***Register*** to enroll → **3** Click ***Billing & Payments*** then select ***Paperless Billing***

- Reduce waste, save trees, save stamps
- View & print up to 24 months of your bill online