

Connections

Our monthly newsletter for residential customers



March 2025

Powering forward. Together.

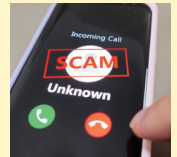
Easy protection for your biggest investment



For just \$7.50 a month, our HomePower® program protects your home — and wallet — from unexpected electrical issues and repairs due to normal wear and tear. HomePower covers your home for up to \$500 in electrical repairs per year. All

work is warranted and done by SMUD-approved, licensed electrical contractors. Plus, you can easily request your repair online at any time. There's no deductible and you'll even get a 15% discount on services not covered by the program. Learn more at smud.org/HomePower. •

Watch out for scammers



Be on the lookout for scammers claiming to represent SMUD and threatening disconnection if immediate payments aren't made. Remember, we'll 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).

Report scams to **1-888-742-SMUD (7683)** or email scams@smud.org. If you're ever asked to call another number, report it! For more information about scams, see our fraud awareness page at smud.org/Scam. •

Predictable bills at predictable times

Stay on track with a predictable bill and payment due date that works for you. Enroll today in our Budget Billing and Custom Due Date programs.

Budget Billing takes the surprise out of your bill by setting the same monthly payment for a full year, which helps you budget your household expenses.

Custom Due Date gives you the flexibility to choose a payment due date range that works with your paydays or scheduled deposits. Find out more and sign up online for a year of predictable bills at smud.org/BillPayYourWay. •



Keep signs off the poles



Utility poles covered with signs for lost animals, yard sales and events create serious safety hazards for our utility workers. Nails, staples, tacks and screws

used to post signs can cause serious injury to lineworkers who climb the utility poles every day.

These items are especially hazardous when the poles are climbed at night or during bad weather to restore power. When the signs fall off or are removed, the fasteners that stay on the pole can cut or hurt lineworkers. Nails and staples can get in the way of climbing gear and can cause workers to slip or fall. Even the tiniest puncture in lineworkers' rubber gloves can expose them to severe shock from power lines.

Please keep all signs off utility poles.

Learn more at smud.org/Safety. •



Cut the clutter, help the environment

Paperless Billing reduces paper waste and helps build a zero carbon future. It's

fast, secure and easy! You can view, pay and track your bill — all online. Learn more at smud.org/Paperless or sign up now at smud.org/MyAccount. •



Spark your curiosity with virtual classes and more

Looking to learn something new in 2025? Visit smud.org/Learn for a wide range of free, educational classes and workshops about electricity and clean energy technology. Explore videos and learn how to save money on your bill at smud.org/EnergyVideos. •

SMUD Board of Directors

Your elected Board of Directors holds regular meetings once a month on the third Thursday at 6 p.m. in the Headquarters Auditorium.

Meetings are streamed live and archived on smud.org.

Visit smud.org/Board for the latest information.

- Ward 1 Brandon Rose
- Ward 2 Nancy Bui-Thompson
- Ward 3 Gregg Fishman • President
- Ward 4 Rosanna Herber
- Ward 5 Rob Kerth
- Ward 6 Dave Tamayo • Vice President
- 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.

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