Power theft
SMUD technicians encounter various methods of power theft each month. Unsafe conditions are a danger to all SMUD customers. Please report any unsafe situation you discover by calling us at 916-732-6594.

Choose your service and give us a call!

Customer Service ............... 1-888-742-7683
• Bill inquiries, new service, pay station locations, residential products and services
• Energy efficiency products and services, EnergyHELP, Financing, Greenergy, Low-Income, Medical Equipment Discount
• Home Energy Use Analysis, HomePower, SolarShares, Shade Trees

Power Outages ................. 1-888-456-7683
24-hour service line

TTY Phone Service ................. 916-732-6630
For the deaf and hard of hearing

Community Education & Technology Center .......... 916-732-6738
Explore free classes, videos and educational events at smud.org/Learn

Call before you dig ......................... 811
Call Underground Service Alert at least 2 business days before digging to make sure you avoid underground utility lines.

Clear space
You must leave 8 feet of clearance in front of SMUD’s green electrical boxes. This helps us work more efficiently, especially during a power outage. You may be charged if SMUD has to clear the space. You must also allow access to utility easements on your property so we can inspect and maintain our power lines and equipment.

Power Outages
If you have qualifying renewable generation—such as a photovoltaic system—installed at your residence, this option is for you. The renewable generation supplies your household electricity needs, which in turn reduces the electricity supplied by SMUD. Intermittent excess energy produced by the renewable energy system is sent back to SMUD and is reflected as a credit on your bill.

Other options
• EnergyHELP. With as little as a $1 donation added to your monthly bill, you can help qualified, low-income families in financial crisis maintain electric service in their homes. smud.org/EnergyHELP
• HomePowerSM. Cover your home for up to $500 per year in electrical repairs—with no deductible. It’s just $7.50 a month, added to your bill. Learn more at smud.org/HomePower
• Electric Vehicles. Learn more about SMUD’s incentives, special discount rate and other important tools and resources for electric vehicle owners at smud.org/DriveElectric
• Three-Phase Power. This service is available for an additional fee to residential customers with large electric loads, such as that of an elevator or commercial grade light industrial equipment.
• Standby Service. SMUD assesses an additional fee to provide backup/maintenance service for customers who operate their own generators. Solar, wind and biogas generators are exempt from this charge.

Clean energy options
• GreenergySM. For a few dollars per month added to your bill, you can have your electric usage met with a mix of renewable and carbon-free resources like wind, hydroelectric power and solar.
• Community SolarSM. This program uses solar energy and solar installations to educate our community about the importance of renewable energy and to power the underserved and disadvantaged people in our community with clean energy.

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Your basic rates
As your community-owned, not-for-profit electric service, SMUD proudly offers a range of residential rate options that are priced among the lowest in California — averaging 35% lower than neighboring PG&E as of October 2021.

This brochure explains how we bill your electric service, SMUD proudly offers a range of services and billing.

Energy usage charges: the bulk of your bill
Most of the charges on your monthly bill are for the electric energy you use, measured in kilowatthours (kWh).

Other charges
Your monthly bill also includes a few other charges. Among them:

- System Infrastructure Fixed Charge, covers some of the costs associated with the meter, neighborhood wires, poles, transformers and other equipment required to provide electric service, and operating expenses such as customer services and billing.
- Taxes from the State & some local municipalities.
- Premium fees for any special programs or services you may have chosen to participate in.
- Discounts that you may be eligible for as a participant in our low-income or medical equipment programs.
- Hydro Generation Surcharge that adjusts annually, as needed, based on precipitation.

SMUD programs help make life easier and reduce your carbon footprint. Learn more at smud.org.

Standard energy charges
SMUD offers seasonal electricity prices for all customers.

Residential prices by season (dollars/kWh)*

<table>
<thead>
<tr>
<th>Rate Category</th>
<th>SIFC** (Jan. 1 - Feb. 28)</th>
<th>Non-Summer (Jan. 1 - Feb. 28)</th>
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<tbody>
<tr>
<td>RT02 Time-Of-Day (5-8 p.m.)</td>
<td>$22.70</td>
<td>Peak: $0.1494</td>
<td>Off-peak: $0.1082</td>
<td>$23.05</td>
<td>Peak: $0.1516</td>
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<td>RF01 (Fixed)</td>
<td>$22.70</td>
<td>All: $0.1153</td>
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* Does not include hydro-generation charges  ** Fixed charge per month

Seasons for Time-of-Day

<table>
<thead>
<tr>
<th>Season</th>
<th>(June 1 - Sept. 30)</th>
<th>Peak</th>
<th>Mid-peak</th>
<th>Off-peak</th>
<th>Weekdays between 5 p.m. and 8 p.m.</th>
<th>Weekdays between noon and midnight except during the Peak hours.</th>
<th>All other hours, including weekends and holidays.</th>
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<tr>
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<td></td>
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<td></td>
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Time-Of-Day Rate (TOD)
The Time-Of-Day (5-8 p.m.) Rate is the standard residential rate for all SMUD customers with a smart meter, including customers approved for solar installation on or after Jan. 1, 2018, and any customers moving into a home with existing solar. Eligible customers have the option to enroll in the alternative Fixed Rate.

The Time-Of-Day (4-7 p.m.) Rate closed Dec. 31, 2017. Solar customers for rate can remain on it until Dec. 31, 2022.

If you own or lease an electric vehicle, you can receive a discount for charging between midnight and 6 a.m.

If you can shift your electricity use to times other than the 5 p.m. - 8 p.m. peak period, you could save on your electricity bill. Learn more at smud.org/TimeOfDay.

Residential assistance programs
SMUD offers low-income and medical equipment discount rates for qualifying households.

Energy Assistance Program Rate (EAPR). Eligible low-income customers can receive $10 off the SIFC and a discount on energy usage based on how your income compares to the Federal Poverty Level.

Medical Equipment Discount (MED) Rate. Households with a full-time resident dependent on a qualifying electrically-powered medical device in the home may be eligible for a $15- per-month MED Rate discount.

To apply for EAPR or MED, visit smud.org or call 1-888-742-7683 for an application.

Examples of SMUD residential rate options

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<th>Low-Income</th>
<th>Medical Equipment Discount</th>
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* See explanations on the back of the page

Your Electric Bill
Monitor your account on smud.org or at our Customer Service Center at 6301 S Street in Sacramento.