

Connections

Our monthly newsletter for residential customers



March 2022

Powering forward. Together.

Disconnections for non-payment reinstated

Our normal payment, late fees and disconnection policies have resumed. The first late fees will be applied to unpaid February bills in late March, with potential disconnections for non-payment beginning no earlier than mid-April. ***Our Energy Assistance Program Rate (EAPR) customers will not be charged late fees.***

We understand the lasting impacts of the pandemic and continue to make every effort to help our customers keep their power on. To prevent disconnections, please take advantage of our financial assistance programs, flexible payment plans and other community resources to help you with your SMUD bill. Learn more at smud.org/HereToHelp.

Log in or register in My Account to pay your bill or find payment assistance options online at smud.org/MyAccount, or use the SMUD mobile app. You can also call our Customer Service Center, Monday through Friday from 7 a.m. to 7 p.m. at 1-888-742-7683.

We'll never direct customers to a non-SMUD payment facility or request a wire payment or money card. •

New Storage and Solar Rate and battery storage incentives up to \$2,500

A new Solar and Storage Rate (SSR) went into effect for all residential, commercial and agricultural solar and/or solar and battery storage customers approved to connect to SMUD's grid **on or after March 1, 2022**. SMUD's standard rate for residential customers remains the Time-of-Day (5-8 p.m.) Rate, and that does not change with the addition of the SSR.

For SSR customers, we've launched new battery storage incentives up to \$2,500. Ongoing participation payments are also available, visit smud.org/StorageResidential for more information.



Solar customers already connected to SMUD's grid before March 1, 2022 can remain on the existing Net Energy Metering (NEM) rate through December 31, 2030 unless they add battery storage with SMUD incentives, modify or replace their existing system or move into a new home that has solar installed.

Learn more about the new Solar and Storage Rate at smud.org/SSR. •

Go electric and save with rebates up to \$4,800

As your community-owned, not-for-profit electric service, we offer rebates to help you go electric in your home. Making the switch from gas to electric appliances is better for the environment and it's safer and healthier, too. It's also better for your budget. You can save about \$500 per year on overall utility bills for the average residential customer.

Electric Vehicle*	Rebate up to \$750
Induction Cooktop	SMUD rebate up to \$750
Heat Pump Water Heater**	SMUD rebate up to \$3,800
Heat Pump HVAC**	SMUD rebate up to \$4,800

* Rebates available at participating dealers.

**Rebate available for systems installed by an approved contractor in our SMUD Contractor Network.

Find a contractor at smudcontractornetwork.org.

Learn more about how you can save by making the switch to electric at smud.org/GoElectric. •

Free and fun workshops

Our Community Education & Technology Center offers free, online classes taught by energy experts to give you all the information you need to be energy-efficient, save money and make informed decisions.

Is an electric vehicle right for you? Thursday, April 7 | Noon – 1 p.m.

Are you thinking about buying an electric vehicle? Join us for an overview of electric vehicle basics before making this very important investment. Topics include what to know before buying, charging technologies and discounted rate options.



Swim into savings: Pool efficiency tips Thursday, May 5 Noon – 12:30 p.m.

Did you know a new pool pump can pay for itself in as little as a few years? Swim into savings and learn from SMUD experts about technologies that allow you to operate your equipment more efficiently without compromising the safety or quality of your pool.

Learn more and register for our free online classes at smud.org/Learn. •

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.

