

PUD

THE WIRE

Energizing Life in Our Communities

SPECIAL EDITION – COVID-19 UPDATE

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Customer Update from CEO/GM John Haarlow



SnoPUD's Community Support Plan to Help Those Affected by COVID

Dear Valued Customer,

We are going through challenging and changing times, and I want to personally share with each of you that your Snohomish PUD is here to help. The pandemic has presented a need to do our work differently but we keep our top goal in mind at every turn: keeping our employees, our customers and our communities safe. That goal has not changed and is driving our every decision.



As a result, we have taken some strong steps to creatively get our work done while still bringing you our best service. In response to the COVID-19 outbreak, your PUD has closed our offices and sent home most of our workers to work remotely to help keep this virus from spreading. In addition, for you, our valued customers, partners and neighbors, we have developed a Community Support Plan to help those struggling to pay electric and water bills. The plan makes funds available for both our residential and

small business customers affected by the COVID outbreak to get some payment relief.

The PUD's plan not only allows for residential customers who have suffered sudden job loss to get some immediate help, but also small business owners who have experienced rapid loss of business. We know many people have had their lives turned upside down and it has happened very quickly. We are here to help.

Customers in need of assistance can call our customer service department and get individualized help from one of our caring representatives. **We also have paused disconnects, waived our late fees and are offering flexibility in payments.** If you need this assistance – or know of a friend, neighbor, family member or community acquaintance who might, please reach out. These are unusual times and they call for an unusual response in partnership with kindness and understanding.

We appreciate you. It is our privilege to serve you. We know that working together, we will be able to get through these challenges and come out stronger together. Meanwhile, as I share regularly with the members of Team PUD, please stay well, stay healthy and stay safe. Nothing matters more.

Sincerely,
John Haarlow
CEO/General Manager

Our Community Support Plan is here for you:

- Bill credits for residential customers who are behind on their bill or anticipate not being able to pay their next bill due to the COVID outbreak.
- Bill credits for small business customers who have had their operations limited or closed due to the COVID outbreak.

The new Community Support Plan is in addition to what we have already put in place to help customers keep their lights on and water running in these extraordinary times, including:

- We have temporarily paused disconnections for non-payments
- We have temporarily paused late fees
- Added more flexibility to our [Budget Payment Plan](#)
- Increased retail energy-efficiency measures and savings through the [SnoPUD Marketplace](#)
- Enhanced our [Income Qualified Assistance Program](#)

Customers can also help families or individuals struggling to pay their bills through our Project PRIDE (Providing Relief for Individuals Dependent on Energy) program. Donations to Project PRIDE are used to provide one-time grants for customers who need help paying their PUD bill. Customers can donate using an [online donation form](#), use the Project PRIDE donation slip included on their bill or send a check payable to "Project PRIDE" to St. Vincent de Paul, P.O. Box 2269 Everett, WA 98213.

HAVE QUESTIONS? We have answers [here](#) or send our Customer Service team an [email](#).

We are encouraging customers to call Customer Service at 425-783-1000 to set-up payment arrangements or conduct other business. For payments, we recommend customers pay:

- Online [here](#)
- By mail (Snohomish County PUD, P.O. Box 1100, Everett, WA 98206-1100)
- Or by calling (toll-free) 1-888-909-4628
 - You'll need your PUD account number and balance owed

For all updates regarding Snohomish PUD and COVID-19, click [here](#).



Temporary Estimated Meter Reads

We are pausing meter reads to keep our employees and customers safe during the COVID outbreak. The **pause on meter reading will temporarily result in estimated bills** for all customers while we work through the impacts of the pandemic. We estimate customers' bills based primarily on past usage, with

occasional adjustments needed based on more current and relevant data. We will send customers a "true-up" once meter reading is able to resume. Customers whose behaviors have changed during the COVID outbreak will still likely receive an estimated bill that reflects their typical usage. For instance, residential customers who are staying home and using more energy or small business customers whose businesses have closed. FAQs available [here](#).

If customers find their bill to be higher than expected, they are encouraged to call us at 425-783-1000 to work out a payment solution.

After receiving their bill, customers may also send a picture of their meter dial to meterreadingphoto@snopud.com to have their estimated bill adjusted to reflect an actual read.

"Our goal is helping our customers through this challenging time with choices," said Pam Baley, Assistant General Manager of Customer and Energy Services.

Save Money by Conserving Energy

Customers can also save money by conserving energy. With more people remaining home, that can be difficult. We

offer several free and easy energy-saving strategies to help customers reduce usage and expenses, including:



- **Practice zoned heating and lighting.** A simple way to reduce energy usage is zone heating, or just heating occupied rooms. Customers who have existing baseboard or wall heating should turn down thermostats in any unused rooms and close the door. The same goes for lights. They should be turned off any in rooms not being used.
- **Layer up and lower the thermostat.** During the day, customers should set their thermostat at 68 degrees. At night or when they're away, customers should drop their thermostat to 55 to save as much as 10% on their heating costs.
- **Let the sun shine in.** Using the natural warmth of the sun can help heat customers' homes and give furnaces a break. Customers should open their shades on south-facing windows during the day to let the sun in and close them at night to keep the warmth inside.
- **Small business conservation tips.** If locations are closed, adjust thermostats to at least 60 degrees or as low as 55 degrees to save money on heating costs and turn off hot water tanks. Also combine items into as few refrigerators as possible and turn off what is not needed.

For more information on how to conserve energy, visit www.snopud.com/energytips.

PUD Outage Center Available 24/7

Visit our [Outage Center](#) where you can view our outage map as well as report an outage quickly!

