



THE WIRE

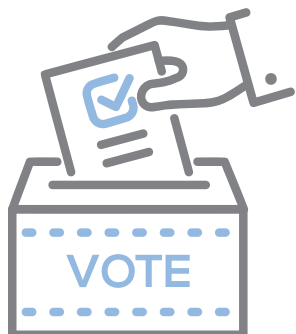
YOUR CONNECTION TO SNOHOMISH COUNTY PUD



JANUARY 2019 | SNOPOD.COM

BENEFITS OF PUBLIC POWER

Governed by a three-member Commission, elected by you, our customer-owners

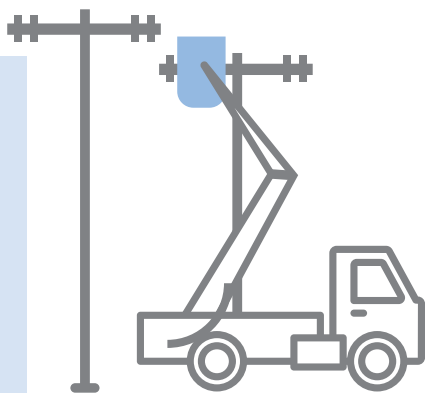
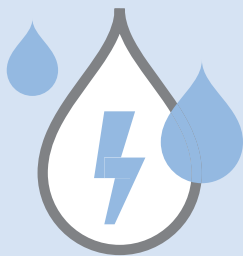


Commission Meetings, held twice monthly, are open to the public

As a not-for-profit organization, our rates are based on costs, not profit



Public power utilities have access to lower-cost hydroelectric power from the Federal Columbia River Power System



Funds collected through bills support the cost of delivering electricity, maintaining reliability and providing programs and services to customers

We reflect community values by supporting energy conservation, renewable energy and low-income assistance programs



There is no way I would have been able to come up with the full payment. I don't know what I would have done without this (assistance) program. Now my daughter and I can go home to power.

— Maria, Everett

Need Help with Bills?

Your PUD can help. We provide bill discounts of up to 60% for qualifying low-income customers. The discount percentage depends on your income level. For senior citizens (62 and older), household income must be no higher than \$29,784. Those under 62 can qualify depending on income and family size. A family of four, for example needs to have an income no higher than \$31,375. To learn more, stop by a PUD office, visit snopud.com/discounts or call Customer Service at 425-783-1000.



Power Outages: 425-783-1001
24 hours a day / 7 days a week
Toll-free: 1-877-783-1001

Customer Service: 425-783-1000
Monday to Friday, 8:00 AM - 5:30 PM
1-877-783-1000 outside Everett and in Western Washington



Farewell, Furnace! Hello, Savings!

Swap your old dog-tired forced-air electric furnace for a new efficient heat pump and take advantage of our

ENHANCED REBATE!

Efficient heat pumps can reduce your heating costs by up to 50%. Plus they provide efficient cooling in the summer!

Must have an electric furnace to be eligible for rebate. Offer good for installations performed between 1/1/19 to 3/31/19.

Details at snopud.com/HP500 or call our Energy Hotline at 425-783-1700 (M-F, 8a to 5p).

Community Solar Coming this Spring!

Next spring, the PUD will launch a new Community Solar program, aimed at providing more people with access to solar energy. Popular in other parts of the U.S., Community Solar programs make it easier for all customers to benefit from solar energy by purchasing units at a community site without needing a sunny roof or funding for their own solar panels.



The PUD will generate solar energy for the program from one of the largest utility-scale solar energy systems in the Puget Sound region. Located east of the Arlington Airport, the solar installation is a key component of the utility's new Microgrid and Clean Energy Technology Center.

Look for information soon about solar workshops throughout Snohomish County. To learn more, and sign up for more updates about Community Solar, visit snopud.com/communitysolar or call Customer Service at 425-783-1000.

Check Out the PUD Outage Map



We continue to make improvements to our online outage map. The map includes a form to easily report outages from a computer, tablet or smartphone. Customers just need to enter their address, name and phone number. The map is another useful tool to bring more self-service options to customers. Check it out at snopud.com/outages – or with a smartphone at m.snopud.com.

Make a New Year's Resolution for the Environment!



Save trees and stop receiving paper PUD bills by signing up for our **free** online SnoPAY bill payment program. Once you enroll, you can switch to paperless billing. Enrollment brings a lot of benefits: email reminders for payment, access to 36 months of bills, paying your PUD bills by electronic funds transfer or by using a credit/debit card, and the ability to set-up automatic payments to avoid any late fees. SnoPAY is available 24 hours a day, 7 days a week, so paying your PUD bill is at your convenience. Check it out by visiting snopud.com/snopay.

To avoid processing fees on other online bill-payment sites, always make sure you pay your PUD bill from our website at snopud.com/snopay.

Hydropower Trivia

How many hydropower projects does the PUD operate in Western Washington?

- One
- Three
- Five *(See answer below.)*

Answer: Five. The Jackson Project, north of Sultan; the Youngs Creek Project, south of Sultan; the Woods Creek Project, north of Monroe; and the Hancock Creek and Calligan Creek Projects, above Snoqualmie Falls north of North Bend.