



THE WIRE

YOUR CONNECTION TO SNOHOMISH COUNTY PUD

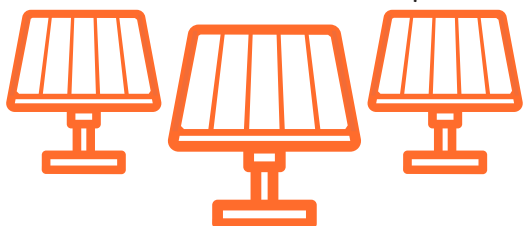


MARCH 2019 | SNOPOD.COM

SPRING INTO COMMUNITY SOLAR

It's Easy

We build and maintain the system



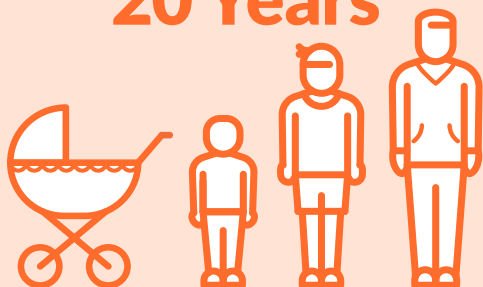
It's Affordable

Participate for as little as \$120



Earn a bill credit every month for

20 Years



Makes Solar Energy More Accessible

Even if you rent, or have lots of shade at your home*



*Customer account must be in good standing

Supports

Renewable Energy



right here in our community

Sales are starting in

April 2019



Watch our website for details:
snopud.com/communitysolar

Why is Your March Bill Higher?

This year, customers may be surprised to find their March bill is higher than recent months and higher than they expected. A couple of things can most likely account for this:

- ▶ **February was cold!** In fact, the coldest February on record. This meant electric furnaces and heaters had to work harder to heat your home even if you never raised your thermostat over where you normally have it set.
- ▶ **Your February bill may have been estimated.** Consecutive heavy snow storms made it impossible for our meter readers to safely access customer meters for several days. When that happens, we estimate your bill using past usage history for the month we are unable to read your meter and then “true up” the next month using an actual read. We apologize for any inconvenience.

Please contact Customer Service with any questions.



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

Soak in the Savings!



GET A \$500 PUD INSTANT REWARD

when you buy an eligible heat pump water heater!

A heat pump water heater is a smart upgrade from your standard electric water heater. It delivers the same reliable supply of hot water while saving up to 60% on your water heating costs. That means you'll be saving money for many years to come.

Some restrictions apply. Details at snopud.com/hpwh

Call Before You Dig - Free 811 Service



As you start to plan for your spring planting projects, the PUD reminds you to make sure you prevent accidentally hitting an underground utility line when digging. Use the "Call Before You Dig" hotline at 811 at least two working days before starting a digging project of more than 12 inches deep. The 811 hotline staff will provide you with the locations of lines that serve power, gas, water, sewer and/or telephone utilities that are located along the right-of-way of your property.

If you accidentally dig into an underground utility line, not only do you risk injury, you are also responsible for all repairs by state law.

Free Yourself From Worry with SnoPAY



Use SnoPAY, our online billing program, to simplify your life. You can set up automated PUD bill payments after your bill is issued so you no longer worry about missing a payment. You can choose your payment method: electronic funds transfer from your checking or savings account, a debit card or credit card. There's no fee to use SnoPAY and it's available 24/7. Choose the paperless option to reduce your incoming mail and help the environment: snopud.com/snopay.

Discounts for Low-Income Customers



Did you know that the PUD offers year-round low-income rate discounts of 20%, 40% or 60% off of PUD electric and water bills to customers based on the total household income limits? For example, the qualifying annual income for a low-income senior (62 years or older) is \$29,784. For customers under 62 years of age, the limit depends on the household size. For example, the annual qualifying income limit for a family of four is \$32,188. The income list can be found on our website at snopud.com/discounts or on the application form.

Customers can obtain an application from our website, at any PUD office, at most senior citizen centers, or by calling Customer Service.



The PUD began providing electric service in 1949.

The first PUD office was located in Everett at the intersection of Hoyt Avenue and Pacific Avenue