

THE WIRE

SEPTEMBER 2023 / SNOPOD.COM

Connecting with You!

CONNECT UP

Our Connect Up program will lead us boldly into the future! These new advanced meters have many benefits for our customers, for your PUD, for the environment and for the grid. Here's a look at some of those new benefits.

Our Customers

Connect Up will give customers more detailed energy and water usage information, deliver a more dependable bill and provide on-demand services like real-time remote reconnects and disconnects.



Your PUD

Once installed, advanced meters will communicate directly with the PUD, helping us save money by reducing transportation costs. Meters will also allow the PUD to offer new rate designs to better match peak energy demand.



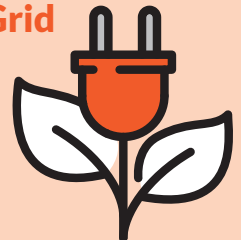
Our World

Remote meter reading and reconnect/disconnects means fewer PUD vehicles on the road emitting greenhouse gases. Advanced meters will also allow us to offer cheaper rates for EV charging, promoting more clean energy transportation.



Our Grid

Connect Up will give our engineers more information to help them plan for the future and ensure we can meet growing energy and water demand. Eventually, advanced meters will alert us when customers lose power, improving our restoration response.



Run for a Good Cause

The PUD is once again partnering with Snohomish Running Company to bring you the Run for Warmth 5K and 10K on Sunday, Oct. 15.

Head to snopud.com/runforwarmth to register today – runners and walkers are welcome. Use the code **SNOPOD10** to save 10% on your registration and have a portion of your fee go toward our Project PRIDE, which helps neighbors in need with their energy bills.



Robyn Kalina, Bridging the Gap



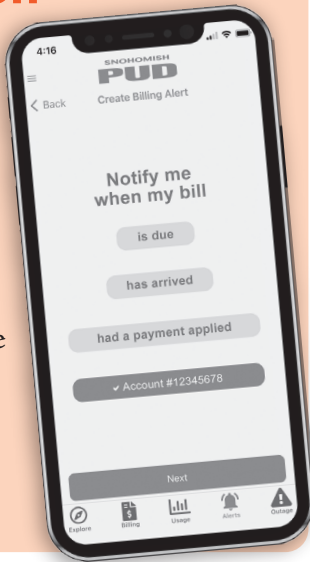
In her role, Robyn is fundamental to getting customers the services they need and assisting PUD engineers in Everett and beyond. Her day-to-day work includes inspecting customers' service for power, switching customers to solar power and ensuring data is up-to-date in PUD systems.

Recently, Robyn was key to implementing our private bridge tracking project. This project developed a system for the PUD to track and update information on the more than 200 private bridges across Snohomish County and Camano Island,

helping our employees remain safe while responding to emergency calls. Learn more about Robyn at snopud.com/spotlight.

Opt-in to Alerts on MySnoPUD App

The MySnoPUD app gives customers the ability to sign up for billing text alerts. Use the app to set billing reminders to alert you when a bill has arrived, when it's due and a payment has been applied. The MySnoPUD app is free and available for download from the Apple App Store and Google Play Store.



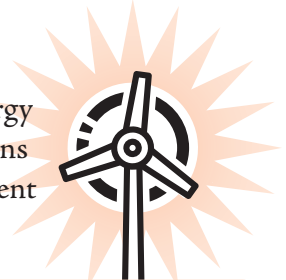
Customers can sign up for **outage text alerts** through our outage map and self-service phone system.

Report your outage on our **outage map** (outagemap.snopud.com) and click the box to opt-in to outage text alerts.

On the **phone**, call 425-783-1001 and opt-in to text alerts when you report your outage.

Support Renewable Energy

Our Carbon Solutions program supports the production of clean energy with Renewable Energy Credits, or RECs. Every REC purchased means that 1,000 kWh of energy generated by a renewable source has been sent to the grid. To enroll, visit snopud.com/carbonsolutions.



Remember to set your home water heater no higher than 120 degrees. This reduces the risk of accidental scalding. It also saves energy and helps reduce your utility bill.

Get a Charge Out of EV Savings!

- ✓ Save up to \$350 on a qualified Level 2 EV charger at marketplace.snopud.com.
- ✓ If you bought an EV in the last 90 days, you may be eligible for a **one-time charging credit!** Visit snopud.com/charging for details.



Customer Service: 425-783-1000
 Monday-Friday, 8 am-5:30 pm
 1-877-783-1000 *outside Everett and in Western Wa.*
 Visit us online at snopud.com

Pay your bill:
 1-888-909-4628
 or online at
MY.SNOPUD.COM