

THE WIRE

OCTOBER 2024 / SNOPUD.COM

Introducing ... Community Energy Fund



Energy assistance for neighbors in need

Thank you so much, this is such a huge help especially with school starting back and all things needed for three kiddos.

– A grateful recipient

Project PRIDE has a new name: Community Energy Fund!

The customer-funded grant program, which has assisted community members in need with temporary relief for decades, will continue to help those in need in the same way. To create clarity and bring new energy to our only customer-funded grant program, the PUD is changing the name of Project PRIDE to Community Energy Fund.

Started in 1982, the program has paid out more than \$3 million to help keep the lights on for tens of thousands of PUD customers.

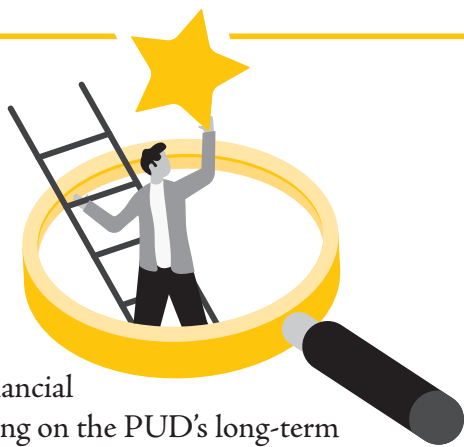
The Community Energy Fund will remain customer funded and administered by our valued partner St. Vincent de Paul.

Your help makes a difference. One-time or recurring donations are welcome. Please fill out an online donation form at snopud.com/cef

PUD Receives High Rating for Financial Health

Moody's, one of the nation's most prestigious rating agencies, recently affirmed the PUD's Aa2 stable rating, crediting the utility for its strong financial health and stable outlook. Moody's based the rating on the PUD's long-term power contracts with BPA, strong clean-energy power portfolio and history of stable management and operation.

For more on the PUD's finances and credit ratings, visit snopud.com/creditratings



New Side Channel to Aid Salmon in the Sultan



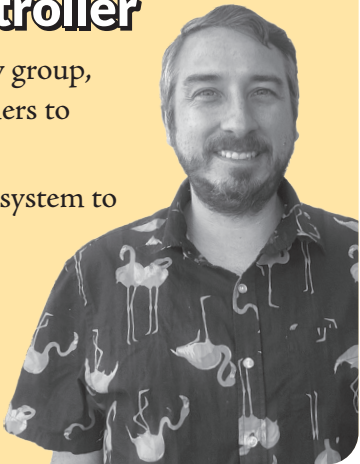
In just six weeks, the PUD worked to complete a million-dollar side channel project that will aid salmon in the Sultan River. Construction was funded by a grant from Department of Ecology and finished up at the end of August, just in time for the annual salmon return. The new 1,900-foot side channel will provide fish space for much-needed rest, especially in the spring when out-migrating salmon will use the safe waters to bulk up for their journey to the ocean.

Cory Axtman: Phone Traffic Controller

As a Program Manager in the PUD’s Customer Technology group, Cory is always thinking of ways to make it easier for customers to interact with the PUD.

One of Cory’s recent high-impact projects supported a new system to manage incoming calls to our call center. Cory’s knowledge, troubleshooting and teamwork led to a fantastic result.

“Cory has a far-reaching impact across the PUD because he’s always willing to step in and help out wherever needed,” said John Hoffman, PUD Chief Customer Officer.



Save up to
\$2,500

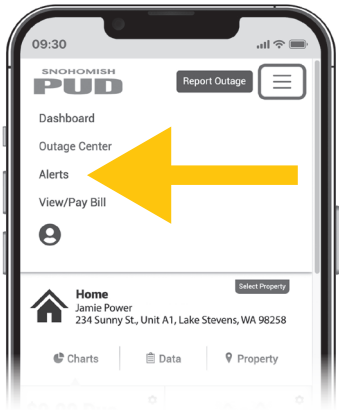


Don’t hibernate yet! Act now for big savings on year-round comfort. We can help you save on a heat pump. snopud.com/heating

Beware of Scams!

Don’t be fooled by scam text messages threatening you with disconnection. Remember, the PUD will never call or text you and threaten to disconnect your power. If you’re in doubt, call our customer service at 425-783-1000.

Get the right alerts: Sign up for bill alerts that will let you know when you have a new bill, due date reminder, and more. Click on the “Alerts” tab on your MySnoPUD account to set them up.



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



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