

THE WIRE

SEPTEMBER 2024 / [SNOPUD.COM](https://snopud.com)

Connect Up Celebrates One Year of Deployment



A year ago this month, we began our journey to deploy new advanced meters on the homes and businesses of every PUD customer. Our Connect Up program brings you near real-time data on your water and energy usage and more options for on-demand services.



In this first year your PUD has...



Turned customers' power on at the push of a button.



Helped hundreds of customers diagnose leaks that in the past would have wasted gallons of water before being detected.



Avoided thousands of miles of vehicle travel time.

So far, the PUD has exchanged nearly 40,000 advanced electric and water meters for our customers. We are currently exchanging meters in the communities of Sultan and Gold Bar, with plans to move into Monroe later this year.



Have questions about Connect Up? Visit snopud.com/connectup

\$200 Bill Credits Given to Nearly 70,000 PUD Customers

In August, the PUD applied \$200 bill credits to nearly 70,000 PUD customers' accounts. This money was distributed to low- and moderate-income households through funding by the state's Climate Commitment Act. The next part of the program will provide eligible customers with free energy-efficient appliances. For more information, visit snopud.com/ccs



"A customer came in today to pay her bill and found that she has a credit of \$127.49 and nothing due at this time. She was very happy. She had just lost her job and stated this couldn't have come at a better time. She was using her last \$80 to pay her balance of \$72.51." – Melissa W., PUD Customer Service Representative

Helping Customers in the Field

Katie Higgins is a PUD Field Customer Service Representative. She and her colleagues traverse the PUD's service area to meet with customers face-to-face and assist them in paying their bills. Our Field CSRs can connect customers with PUD bill assistance and other resources, including the county's Low Income Home Energy Assistance Program (LIHEAP) and North Sound 2-1-1.

"We recognize there is a lot going on in people's lives when they receive a shutoff notice, so we give customers every opportunity to keep their power on and guide them through how we can help them get their bills paid," said Katie. If you need help paying your bill, visit snopud.com/assistance



Please Secure Fido

We love dogs. But for field staff accessing equipment, dogs can cause safety issues. If you own a dog, please secure it away from your meter, so our staff have safe access. Customers can contact PUD Customer Service at 425-783-1000 to find out when their meter is scheduled to be read.

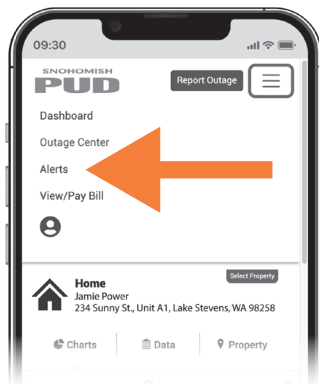
For more, visit snopud.com/meteraccess

Beware of Scams!

We're hearing about scam text messages threatening our customers with disconnection. Remember, the PUD will never call or text you and threaten to disconnect your power. If you're ever in doubt, call 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.



Save \$200 on a Home EV Charger!

PUD customers can save on qualifying chargers. Learn more at snopud.com/evrebates



Ready, Set, Run!

The PUD is teaming up with the Snohomish Running Company for the third annual Run for Warmth 5K and 10K on Sunday, Oct. 13. Run or walk, all are welcome! Use code SNOPOD10 for a 10% discount on your registration fee and support neighbors in need with their energy bills.

To sign up, visit snopud.com/runforwarmth

It's the final month to enter our 75th Anniversary drawing at snopud.com/75. Don't miss out – the next drawing is for a \$750 bill credit!