

Be Ready for Storm Season

When the wind howls, storm season is here – and outages are possible.

We've spent the summer strengthening our grid, but it's important to be prepared just in case!



Zip & Zap's Storm Prep Tips:

1. Build an emergency kit with 7 essentials: water, non-perishable food, first aid, light sources, backup power, warmth, and prescription meds. This can be a great family activity! Visit **snopud.com/emergencykit** to learn more from Zip & Zap.



- 2. Have a backup plan: If you're dependent on electricity for medical equipment or other vital tools, please make sure to create a backup plan in case you lose power for an extended time.
- **3.** Report outages & safety issues: Use outagemap.snopud.com to report outages. Stay 30+ feet from downed lines and call 425-783-1001. If life-threatening, dial 9-1-1.
- Sign up for outage texts: We now offer proactive outage texting! Log into MySnoPUD.com, go to "Alerts," click "+" and the phone icon to add your number. If you have an outage, we'll text updates to your phone! Visit snopud.com/outages for a step-by-step guide on signing up for outage texts.

Hear Something Odd?

Our customers sometimes alert us about noisy equipment. This can help us replace failing equipment before it causes an outage.

Please report any abnormally loud or suspicious sounds from PUD equipment or lines to 425-783-1000.



Jeff Colon: Connecting Communications

One of the most significant benefits of our Connect Up program is real-time communication between every new electric and water meter and the PUD. Building the network to make that happen was no small task – but Jeff Colon, Principal Engineer in our Substation group, made it possible. Over three years, Jeff led the planning and installation of nearly 150 communication stations from Camano Island to Lynnwood.

"Jeff has worked with customers, vendors, consultants, external agencies, and internal departments to keep everything on track," said Connect Up Program Director Tim Epp. "He's been an integral part of Connect Up."



What do Connect Up benefits mean for storm season? More accurate and timely outage updates. Communication and grid improvements will also lead to shorter outages. See snopud.com/connectup and snopud.com/snosmart to learn more.





Our Connect Up program has installed its 100,000th meter. If you recently received your meter, explore the new benefits, including detailed energy or water usage. For a video on how to check your usage in 15-minute or 1-hour increments for water, check out the video at snopud.com/connectup101

Retail Payments Now Available

Customers can now pay their PUD bill in cash at select retail locations like 7-Eleven or Walgreens!

Visit **snopud.com/paymentoptions**

and click "Make a One-Time Payment," then "Pay with Cash." You'll receive an account-specific bar code to use at specified retail locations to make a payment.





Save Big on Reliable Hot Water

Bow wow! PUD customers can save \$750 on a new Heat Pump Water Heater, which can trim energy costs for years to come – *snopud.com/HPWH*



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