

THE WIRE

NOVEMBER 2025 ⚡ SNOPOD.COM

JUST IN TIME FOR STORM SEASON:

New PUD Outage Map!

We listened to feedback from customers and made improvements to our outage map to serve you better.

- ✦ The map allows customers to zoom in to the individual customer level, providing more **complete information** on each specific outage.
- ✦ Outages are grouped by incident, giving customers a **complete overview** of each outage incident.
- ✦ The most pertinent information like Estimated Time of Restoration, Cause and Customers Impacted can be **found more easily** at the top of the Outage Details window.

Visit snopud.com/outages to check out a video showcasing the new outage map!

Sign up for proactive outage text messages

Want to be alerted right on your phone when you lose power? The PUD has proactive outage text alerts. Visit your MySnoPUD profile and click on Alerts and then "Add" under Outage. Add multiple phone numbers, then save.

Find a link to step-by-step instructions at snopud.com/outages

On a smartphone, access Alerts by clicking the drop-down menu. On a desktop computer, click "Alerts" at the top right of the MySnoPUD window.

Outage alerts are under "Service."



Tim Durand: Safety Superhero

Safety is the top priority at the PUD. Everything we do comes back to safety and ensuring we keep our employees and customers safe.

Tim, a PUD Safety Specialist, is an invaluable resource on our Safety team. Recently, he restructured first-aid training, making it more applicable and using first-hand experiences to drive the lessons home. His dedication and outgoing personality make the PUD a safer place every day, especially during storms and other emergency work.

PUD Cuts Ribbon on New Side Channels

In September, the PUD and local partners celebrated the opening of a million-dollar side channel near Osprey Park in Sultan, funded by a Washington Department of Ecology grant. This innovative project will improve salmon habitat in the Sultan River for years to come, and PUD thanks everyone who joined to mark this achievement.



PUD Awarded for Hydro Work

The PUD recently received an Outstanding Stewards of America’s Waters award from the National Hydropower Association for our efforts managing the Spada Lake reservoir. The recognition is for work our Natural Resources team did to build a modeling program used to cost-effectively manage the reservoir while balancing critical energy needs and protecting habitat.



Pay Online with Your Bank Account

The PUD’s preferred method of receiving digital payments is through direct payments from customers’ bank accounts. **It reduces processing time, eliminates costly charges from credit card companies and is more secure.** Visit your MySnoPUD profile to set up Auto Pay and use your “Bank Account” instead of a debit or credit card.



Final Call for Online Instant Savings!

The PUD marketplace is closing. Fill your cart with savings on efficient thermostats, EV chargers and more – while they last! marketplace.snopud.com



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