



# SMUD keeps power flowing during pandemic

SMUD took extraordinary steps to ensure the reliability of the electric grid and power system during the COVID-19 crisis. As a result, we were able to keep the power flowing throughout one of the most tumultuous years in our history.

A series of early actions taken to ensure the safety of employees, the public and SMUD's operations set the foundation for a successful response. SMUD activated its Emergency Operations Center

on February 26, implemented social distancing and closed its campuses to the public.

Virtually overnight, nearly two-thirds of SMUD's employees shifted to remote work. For field crews and others who needed to be on site, SMUD implemented a range of safety, social distancing and cleaning protocols. SMUD's first remote Board of Directors meeting was held April 16.

To assist the thousands of customers struggling with the pandemic's economic fallout, SMUD implemented a number of measures to alleviate some of that pain, including:

- Suspended disconnection of power due to non-payment and waived late payment fees for all customers through May 30. The moratorium was extended several times in 2020 and continued into 2021. SMUD is offering flexible payment options for those customers who fell behind on their electricity bills.
- Made it easier for customers to sign up for our low-income rate.
- Worked with our nonprofit partners on how we could continue to support them in their time of need.
- Provided micro-loans of up to \$10,000 for nonprofits affected by the pandemic.
- Launched a "Stay Well" radio, print, TV, digital and billboard advertising campaign to educate the community about SMUD's coronavirus response.
- Developed new education resources for at-home learning through our Energy Education & Technology Center.
- Offered extensive online resources on [smud.org/HereToHelp](https://smud.org/HereToHelp).

Similarly, SMUD reduced the pandemic's threat to the organization's financial future. Strong financial management and the quick adjustment of budgets and programs allowed SMUD to remain flexible in its pandemic response and hit its financial targets for the year.

