

Manage your account at [smud.org](http://smud.org)

- Enroll in paperless billing
- Pay your bill
- Set up automated payments
- Sign up for programs and services
- Sign up for bill alerts
- View electricity usage

#### **GENERAL BILLING INFORMATION**

##### **Paying Your Bill**

Please pay this bill no later than the due date printed on the front of this billing statement. **This due date does not extend the due date for any past due balance, and a late fee of 1.5% will be applied to outstanding balances of more than \$10. Energy Assistance Program Rate (EAPR) customers are not charged late fees.**

##### **Past Due Bill and Deposit Policy**

SMUD may discontinue service after giving notice if payment has not been received for electric bills and related charges, or you have failed to establish or re-establish credit. SMUD may require a deposit on your account if:

- You have two or more late payments within a 12-month period
- You have two un-honored checks within a 12-month period
- Your service is eligible for disconnection due to non-payment
- You declare bankruptcy

##### **Disputed Bills**

If you have questions regarding your current bill, please call Customer Service within 5 days of receipt. Written inquiries will be accepted on a separate sheet of paper; please do not write on the bill. Include your name, address, phone number and account number. SMUD may require a deposit of the disputed bill as evidence of good faith. If after taking the steps above you believe SMUD has not followed their policies or rules and regulations, you may request a hearing by calling 916-732-5036, 8a.m.–5p.m., Monday–Friday excluding holidays.

##### **Rules & Rates**

SMUD's rules and rates are available in full at [smud.org/Rates](http://smud.org/Rates).

##### **Moving?**

Please notify SMUD at least three (3) business days in advance when requesting termination of service. Customers will be held responsible for all service at their premises until the date of termination. You can also go to [smud.org/Move](http://smud.org/Move) to move, start or stop service.

#### **ABOUT YOUR BILL**

##### **System Infrastructure Fixed Charge**

The monthly charge covers some of the costs associated with the meter, neighborhood distribution facilities (lines, poles, transformers, and some equipment) required to provide electric service, and operating expenses such as customer services and billing. The System Infrastructure Fixed Charge is billed in addition to the electricity usage and varies by rate category.

##### **City/County/State Tax Information**

SMUD collects a utility tax for cities and unincorporated areas of Sacramento County, and a California State Energy Charge. For more information call the appropriate agency:

- City of Sacramento 916-808-7736
- County of Sacramento 916-874-8700
- City of Citrus Heights 916-725-2448
- City of Rancho Cordova 916-851-8700
- City of Elk Grove 916-683-7111
- State of California 1-800-400-7115

#### **RESIDENTIAL ASSISTANCE**

**Energy Assistance Program Rate** – A monthly discount for qualified low-income customers. Learn more at [smud.org/LowIncome](http://smud.org/LowIncome).

**Medical Equipment Discount Rate** – A monthly discount to help offset the cost to use qualifying electrically-powered medical equipment.

Learn more at [smud.org/MED](http://smud.org/MED).

##### **Help Your Neighbor**

EnergyHELP: Assist low-income customers in crisis with a voluntary contribution through your monthly bill. Learn more at [smud.org/EnergyHELP](http://smud.org/EnergyHELP).

##### **Payment Assistance Options**

- **Home Energy Assistance program (HEAP)**  
Apply online at [www.cresource.org/apply](http://www.cresource.org/apply)  
If you are unable to apply online due to a hardship, call 916-970-2135
- **Salvation Army** – Sac 916-678-4010

#### **TELEPHONE INQUIRIES**

- **Residential:** 1-888-742-SMUD (7683) Mon–Fri 7a.m.–7p.m.
- **Commercial:** 1-877-622-SMUD (7683) Mon–Fri 8a.m.–5p.m.
- **Power Outages:** 1-888-456-SMUD (7683) (24 hour emergency service)

##### **Download the SMUD Mobile App**

Review and pay your bill, report an outage, monitor energy use and manage your account. The app is available for download in the Apple App Store for iPhone, and in Google Play for Android devices. Learn more at [smud.org/App](http://smud.org/App).

Go paperless!

It's as easy as 1,2,3....

- ➔ **1** Go to [smud.org/MyAccount](http://smud.org/MyAccount)
- ➔ **2** Sign in or click **Register** to enroll
- ➔ **3** Click **Billing & Payments** then select **Paperless Billing**

- Reduce waste, save trees, save stamps
- View & print up to 24 months of your bill online