

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.** To maintain satisfactory credit, there can be no more than one (1) delinquent payment in any 12-month period.

Pay Your Bill Online

You can view and pay your SMUD bill online. Go to www.smud.org and click on the "Pay Your Bill Online" button for more information.

Disputed Bills

If you have any questions regarding your current bill, please call our business office **within five (5) days**: residential customers call 1(888) 742-SMUD(7683); commercial customers call 1(877) 622-SMUD(7683). Written inquiries will be accepted on a separate sheet of paper with your name, address, phone number, and account number. Please do not write on the bill. SMUD may require customers to deposit the amount of the disputed bill as evidence of good faith. If after following the above procedure, you feel SMUD's policies, procedures or rules and regulations have not been followed correctly, you may request a hearing by calling (916) 732-5036 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday excluding holidays. The hearing will take place at SMUD's Customer Service Center, 6301 S Street, Sacramento.

Payment Problems

If you cannot pay your bill on time, please contact SMUD at the phone number printed on the front of your bill. SMUD will consider payment arrangements appropriate to individual circumstances. Possible sources of financial assistance for residential customers are available upon request.

Delinquent Bills 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. If your service is disconnected for nonpayment, you will be required to pay all bills owing and a reconnect charge. A deposit may also be necessary before your service is restored. For further information regarding SMUD's credit policy, you may call the number printed on the front of your bill. The full text of SMUD's Rates, Rules, and Regulations is available at SMUD's Customer Service Center or visit our website at www.smud.org.

MOVING?

Please notify SMUD at least three (3) business days in advance when requesting termination of service. Customers may be held responsible for all service furnished at their premises until the date of termination. You can also go to www.smud.org to move or start or stop service.

Visit SMUD's website at www.SMUD.org

Telephone Inquiries

Residential: 1 (888) 742-SMUD(7683) Monday-Friday – 7:00 a.m. - 7:00 p.m.

Commercial: 1 (877) 622-SMUD(7683) Monday-Friday – 8:00 a.m. - 5:00 p.m.

Power Outages (24 hour emergency service) 1 (888) 456-SMUD(7683)

**SMUD Customer Service Center
6301 S Street, Sacramento
Monday-Friday – 8:00 a.m. - 6:00 p.m.**

PLEASE DO NOT MAIL CASH

*ABOUT YOUR BILL

Monthly Service Charge

This monthly charge covers the costs associated with the meter, service wires, poles, transformers, and other equipment required to provide electric service, and operating expenses such as meter reading and billing. The service charge is billed in addition to energy charges 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 state energy charge for the State of California for conservation and development programs. 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: (800) 400-7115.

RESIDENTIAL CUSTOMER SERVICE PROGRAMS

Energy Assistance Program Rate – Monthly discount for qualified low-income customers.

Medical Equipment Discount Rate – Monthly discount to help offset cost of using electrically powered medical equipment prescribed by a physician.

EnergyHELP (EH) – Assist low-income customers in crisis with a payment on their SMUD bill. Funded by voluntary contributions from SMUD customers.

Budget Billing – Equalized monthly payment program.

Electronic Funds Transfer (EFT) – Bill payment automatically withdrawn each month from customer's bank account.

For applications and more information about the programs listed above, please call 1 (888) 742-SMUD(7683) or visit our website at www.smud.org.

ENERGY EFFICIENCY LOAN BILLS	
To Call: Monday-Friday 8:00 a.m. – 5:00 p.m. (916) 732-5085	To Write: SMUD P.O. Box 15830, MS A181 Sacramento, CA 95852-1830