

The PUD offers lots of ways to help you stretch your energy dollars, including discounts for low-income customers.

PUD Resources

Low-Income Discount

Year-round discounts are available for qualifying low-income customers. The program currently provides reductions of 20%, 40% or 60% off PUD electric and water bills, depending on income level. The discount is available to Snohomish County PUD customers who have a household annual income below 125% of the federal poverty level. You can find more details and application forms by visiting our website at www.snopud.com/discounts or by calling the PUD's Customer Service Department.

Senior Low-Income Discount

PUD customers who are 62 or older with a qualifying annual income are also eligible for the discount levels noted above. More details and application forms can be found by visiting our website at www.snopud.com/discounts or by calling our Customer Service Department.

Equalized Monthly Payments

Our Budget Payment Plan is designed to make bill-paying easier with equal payments each month. The plan is available at any time of the year to customers with a zero balance. At the end of the year, the account is evaluated, and a new monthly payment amount is calculated based on the previous year's usage and the account balance at the time of the evaluation. You may apply for

the Budget Payment Plan by phone or in person at any PUD office.

Payment Arrangements

Don't ignore your bill – that can only make matters worse. It's important that you contact us if you're having financial difficulties and simply can't afford to pay your bill. We'll be happy to discuss the situation with you and attempt to work out a payment arrangement. The important thing is to call us.

Community Resources

Low-income customers might also be eligible for help with energy costs from programs outside the PUD, including:

The Low Income Home Energy Assistance Program (LIHEAP)

In Washington, this federally funded program is designed to help families keep their heat on. LIHEAP usually opens around November 15 (depending on the availability of funding) and closes when funds are depleted, usually around April 1.

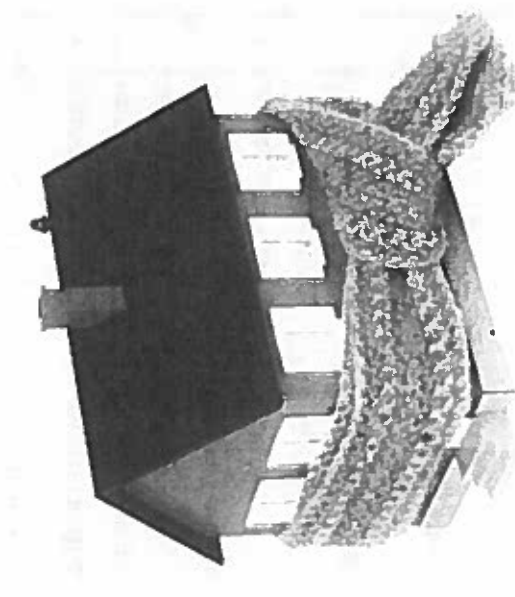
The program helps with all heating-fuel types and has an average benefit of \$400. Call Snohomish County Energy Assistance at 425-388-3880 for current program information and updates.

Project PRIDE

Funded by PUD customer donations, this program provides families and individuals with emergency help paying their energy bills. For qualifications, call the Snohomish County Chapter of the American Red Cross at 425-252-4103.

North Sound 211

This community information and referral line is a great place to start for anyone seeking emergency or social services. Just dial 2-1-1.



Weatherization Assistance

Weatherization upgrades help keep the heat inside your home so you aren't paying for heat that escapes your home. The Matchmaker Program provides free energy-efficiency improvements to low-income renters and owners to protect their homes against the cold. Services include ceiling, wall, floor and duct insulation; air sealing to close gaps where a home's heat can escape; and heating system efficiency modifications. This is a state program run by Snohomish County whose funding is matched by utilities.

To learn more about Matchmaker and other low-income weatherization services available through the County, call 425-388-7205.

Conservation Tips

There are simple, no-cost ways to reduce your energy bill, even if you don't own your home:

- ▶ **Maintain a reasonable temperature.** Set the heat at 68 degrees when you're home and awake, and at 55 degrees when you're away or asleep.
- ▶ **Let the sun shine in!** Use the natural warmth of the sun to help heat your home during the winter. Open the shades on south-facing windows during the day to let the sun in and close them at night to keep the warmth inside.
- ▶ **Keep the heat flowing.** If you have furniture or curtains in front of your wall/ baseboard heaters or register vents, you could be blocking the heat they're trying to deliver. Each fall, check to be sure the heater or vent is not blocked and vacuum the heater coils or clean the registers.
- ▶ **Use zone heat.** If you have baseboard or wall heaters, turn down the thermostats in unused rooms and close the door.
- ▶ **Set the clothes washer to "Cold."** It takes energy to heat that water. Today's laundry detergents will get your clothes clean in cold water.

For more ideas about how to save, call our Energy Hotline or visit our website.

Customer Service: 425-783-1000

Monday through Friday, 8AM to 5:30PM

Energy Hotline: 425-783-1700

Monday through Friday, 8AM to 5PM

Toll-free in Western Washington and outside the local Everett calling area at 1-877-783-1000.

For customers with a speech/language disorder and/or customers who are deaf or hard-of-hearing, our TTY is 425-783-8660



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Assistance With Paying Your PUD Bill

PUD
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Community
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Weatherization
Assistance

Conservation
Tips