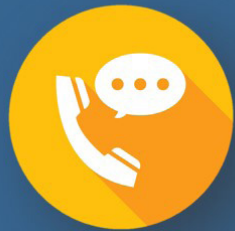


CONNECT

JULY 2024

NEW BUSINESS HOURS

Monday-Thursday
7:00am - 5:30pm
Closed Fridays



NEW PAY BY PHONE NUMBER

(844) 971-1058

New Hours

Effective July 1, 2024, our business hours are changing! Our lobby will be open longer each day and our customer service representatives will be available in-person and via phone outside of standard business hours. We will be staffed **Monday through Thursday 7:00am to 5:30pm** (excluding holidays) and closed on Fridays.

For more information, please visit this link: [New Business Hours](#).

New Pay-By-Phone Number

Do you use the PUD's IVR (Interactive Voice Response) phone system to pay your PUD bill? If so, **please take note of our new Pay-By-Phone number: (844) 971-1058**. We are performing an upgrade to enhance some of the pay-by-phone functions & features. For other convenient ways to pay your bill, please visit this link: [Payment Options](#).

If you have any questions about our new hours or issues using the new payment phone number, please contact our Customer Service Team at 509-447-3137.



WILDLAND FIRES & OUR PUD ELECTRIC SYSTEM

Later this month our line crews and system operators will likely place most of our distribution breakers and reclosers on "One-Shot" or "Non-Reclose" mode to help prevent fires due to faults on our system. The result is that power outages are more likely, but the threat of wildland fire is reduced. For more information on this and other ways we work to reduce fire risk, please visit: [PUD System](#).

REMINDER: PLEASE KEEP OUR UTILITY POLES CLEAR

Please do not post or attach signs to power poles. It may seem innocent enough, but putting signs, advertisements, balloons or other items on utility poles is extremely dangerous to both you and our utility workers. Not only is it a serious safety hazard, but it's also illegal. We appreciate your help in keeping utility poles clear and our workers safe.



CONNECT



Clean Energy Credits for Washington Families

The Washington State Department of Commerce, in collaboration with Promise, is offering one-time grants through the Clean Energy Credits for Washington Families Program.

Act now! Credits are only available until Sept 15

These clean energy credits are funded by the Washington Climate Commitment Act (CCA)

Applying takes only 30 seconds. Really.



Promise.



The Clean Energy Credits for Washington Families Program is supported with funding from Washington's Climate Commitment Act. The CCA supports Washington's climate action efforts by putting cap-and-invest dollars to work reducing climate pollution, creating jobs, and improving public health. Information about the CCA is available at www.climate.wa.gov.

You may receive a text message from the Washington State Department of Commerce and Promise to apply

What is Promise?

Promise is a software company specializing in relief distribution and revenue recovery for government. Promise works with state and local governments to distribute funds to utility customers for aid on their utility bills.

Who is Eligible?

Low- and moderate-income electric utility customers in the state of Washington

To learn more about the program and apply, please visit: <http://wacleanenergycredits.com>

Or call: 1-844-941-2939



Seeking Photos for the PUD's 2025 Calendar

The PUD will be featuring photos of scenery, recreation and wildlife taken of our beautiful Pend Oreille County in the PUD's 2025 calendar. We invite you to submit photos that you have taken in the county that could potentially be used in the calendar, on our website, or social media.

If you have photographs you'd like to share with us, please email them to communications@popud.org by August 31st.

Please attach full-size photos in an image file format such as .jpg or .png and include with each photo the following information: Who took the photograph; When it was taken; and Where it was taken. Thank you.



CONNECT WITH US!

Main Line: 509.447.3137 • North County: 509.446.3137
South County: 509.242.3137 • TDD: 800.833.6388

Commissioners:

Curt Knapp: cknapp@popud.org 509.671.1111
Dave Rick: drick@popud.org 509.671.7952
Joe Onley: jonley@popud.org 509.671.1312
Website: www.popud.org

