

# CONNECT



JANUARY 2024



*When the snow is here, please keep your electric meter clear*

*We ask that you please check your electric meter and appliance & heating system vents for your own safety. Heavy snow or falling icicles can cause damage to your electric meter or block your furnace intake and exhaust vents, putting you in danger. Keeping vents clear prevents build-up of carbon monoxide inside homes and buildings. Additionally, in the event of an emergency, PUD personnel may need access to your electric meter. By keeping your meter clear, you're keeping yourself and your community safe. Several helpful reminders and safety tips:*

- *Be aware of your home's venting and meter locations when using a snow thrower or plow.*
- *Never shovel snow against or on top of your meter or vents.*
- *Never use salt or ice-melting chemicals on your meter.*
- *Rather than using a shovel to remove snow or ice from meters and vents, use a broom or your hands.*
- *Protect your meter and venting from melting ice dripping from overhead.*
- *Keep your meter visible, accessible, and clear of obstacles.*
- *Check the batteries in your carbon monoxide and smoke detectors.*

## We are looking for your Feedback!

The PUD is conducting a Customer Satisfaction Survey and we welcome your input. The survey can be taken online by visiting: <https://www.surveymonkey.com/r/2JM3GY5>. The survey is broken down into 5 parts: General Service Experience, Billing and Account Management, Customer Service & Support, Communication, and Future Improvements. The survey takes approximately 5-10 minutes to complete. We value your feedback and strive to provide you with the best possible customer experience. We thank you in advance for taking the time to complete the survey. If you have any questions, please feel free to contact us at 509-447-3137 or send an email to [information@popud.org](mailto:information@popud.org).





**2024 IS HERE!**

## **WHY IS MY ELECTRIC BILL HIGHER IN THE WINTER?**

**When we have a period of colder than normal weather our heating system works harder – even if you don't adjust the thermostat.**

You are likely to see a rise in the cost of your electric bill over the winter months, just how drastic the increase all depends on how cold it gets outside. In Pend Oreille County we typically see fairly drastic drops in temperatures December through February. On average, we'll see five to seven days with lows in the single digits or below and another seven to ten days with lows in the teens.

When temperatures drop, your heating system works harder – even if you don't adjust the thermostat – running more frequently and for longer periods of time, dramatically increasing energy use. Essentially, more energy is required to provide the same level of comfort. It only takes a few days of extremely cold temperatures for your bill to climb.

Heating your home consumes the most energy in your home and typically makes up more than half of your total electric bill. Temperatures 10-14 degrees below normal that last for more than three days can cause a home to use 25% to 50% more energy than usual in that same period. Set your thermostat to 68 degrees or below when you are home during the winter and lower it even more at night or when you are away.

When cold weather sets in, it is easy to be caught off guard. To help even out the seasonal highs and lows of your bill, you can contact our Customer Service Department and inquire about budget billing which is a payment plan that divides your anticipated yearly energy use into equal monthly payments.

**HAPPY  
NEW  
YEAR**

**Wishing you a  
wonderful  
start to  
2024!**

### **CONNECT WITH US!**

Website: [www.popud.org](http://www.popud.org)

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