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FEBRUARY 2024

We want your Feedback!

The PUD Customer Satisfaction Survey will remain open until Feb. 14, 2024. We value your feedback and strive to provide you with the best possible customer experience. If you haven't already, please take a few minutes and scan the code below to take the survey today! If you have any questions, please feel free to contact us at 509-447-3137 or send an email to information@popud.org.



Smart Hub Upgrade Coming Soon!

New Look. New Experience. Same SmartHub.

Manage your account like never before with the new, improved SmartHub web application. A simplified yet



enhanced design is coming your way soon. This new version of SmartHub puts your usage and payment details front and center for fast, easy access. The simplified menu structure makes navigating the site a breeze. Keep an

eye out for more details soon! The transition is set to take place Wednesday, February 14th. If you have questions upon logging-in following the upgrade, feel free to give us a call or you can check back here: [SmartHub FAQs](#).

Note: SmartHub Mobile users will not be impacted by this upgrade.

Not yet a SmartHub user? Signing up is easy, to learn more or to create an account, visit: [PUD Program Enrollment](#).

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

Neighbors in Need Love & Service Since 1936



Please consider helping those in need with a donation to the PUD's Neighbors in Need Program. During the month of February, customers who visit us at the Newport Administration building and donate, will receive a free PUD tote bag.

Donations to the Neighbors in Need Program are a financial gift and tax deductible. Please see your January billing statement for your total annual contributions for last year.

CONSIDER ALL DOWNED LINES LIVE AND DANGEROUS!

- As temperatures drop and winter storms blow through, make sure you are aware of your surroundings when ever venturing outside. Heavy winds, snowfall, and ice are more than capable of bringing down utility poles and power lines.

- If you encounter a downed line, be sure to stay at least 35-foot back, which is about 3 car lengths.

- Do not touch the power line or anything in contact with the line. It is common in our area for trees to take down power lines and you may be inclined to grab a chainsaw to remove a tree from the roadway or from your property. **DO NOT DO THIS!!** Even if you think the



line is de-energized, it is not safe until isolated, tested, and grounded by the PUD.

- Power lines that have been taken down by trees or that have fallen and are lay-ing on

fences, over your driveway, on top of your house, etc., may not be spark-ing or appear live, but they can be energized or become reenergized from back-feed or other means.



Office Closure

PUD offices will be closed in honor of President's Day Monday, Feb. 19th. We will resume normal business hours Tuesday, Feb. 20th. For convenient payment options, please visit: [Ways to Pay Your Bill](#).