

Billing & payment options

- **Budget Billing.** This option allows you to have a set bill amount for four months at a time. You can minimize future changes in your bill amount by managing your usage, especially during the summer months.
- **SMUD App.** Pay your bill from your mobile device—it's fast, easy and secure. You can report an outage, look at your bill, see how much energy you're using and more. Download from the Apple App Store or Google Play.
- **Online Payments.** Pay your bill online at smud.org. Click on "Sign in" and then "Pay now" to view your bill amount and make payments directly from your bank account or use your credit card.

Clean energy options

- **Greenenergy®.** For an additional \$4 or \$8 per month added to your bill, you can have 50% or 100% of your electric usage met with a mix of renewable and carbon-free resources like wind, hydroelectric power and solar.
- **SolarShares®.** Enjoy the benefits of solar power without having a solar system on your roof. For a monthly charge, you will receive energy from a solar system maintained and managed by SMUD.
- **Community Solar®.** This program uses solar energy and solar installations to educate our community about the importance of renewable energy.
- **Net metering for renewable generation.** If you have qualifying renewable generation—such as a photovoltaic system—installed at your residence, this option is for you. The renewable generation supplies your household

electricity needs, which in turn reduces the electricity supplied by SMUD. Intermittent excess energy produced by the renewable energy system is sent back to SMUD and is reflected as a credit on your bill.

Other options

- **EnergyHELP.** With as little as a \$1 donation added to your monthly bill, you can help qualified, low-income families in financial crisis maintain electric service in their homes.
- **HomePowerSM.** SMUD offers homeowners (up to four-plexes) an optional service to cover unforeseen minor electrical repairs, up to \$500 per year. Effective February 2020, a charge of \$7.50 per month will be added to your bill.
- **Electric Vehicles.** Learn more about SMUD's incentive, special discount rate and other important tools and resources for electric vehicle owners at smud.org/DriveElectric.
- **Three-Phase Power.** This service is available for an additional fee to residential customers with large electric loads, such as that of an elevator or commercial grade light industrial equipment.
- **Standby Service.** SMUD assesses an additional fee to provide backup/maintenance service for customers who operate their own generators. Solar, wind and biogas generators are exempt from this charge.

Clear space

You must leave 8 feet of clearance in front of SMUD's green electrical boxes. This helps us work more efficiently, especially during a power outage. You may be charged if SMUD has to clear the space. You must also allow

SM A service mark of Sacramento Municipal Utility District

access to utility easements on your property so we can inspect and maintain our power lines and equipment.

Power theft

SMUD technicians encounter various methods of power theft each month. Unsafe conditions are a danger to all SMUD customers. Please report any unsafe situation you discover to SMUD by calling 916-732-6594.

Choose your service and give us a call!

Customer Service.....1-888-742-7683

- *Bill inquiries, new service, pay station locations, residential products and services*
- *Energy efficiency products and services, EnergyHELP, Financing, Greenergy, Low-Income, Medical Equipment Discount*
- *Home Energy Use Analysis, HomePower, SolarShares, Shade Trees*

Power Outages 1-888-456-7683
24-hour service line

TDD Phone Service 916-732-6630
For the hearing impaired

Energy Education and
Technology Center..... 916-732-6738
Educational seminars and workshops on energy-related topics and SMUD programs

Call before you dig 811
Call Underground Services at least 2 days before digging to make sure you avoid underground gas pipelines and electric lines.

© A trademark/service mark of Sacramento Municipal Utility District, Reg. U.S. Pat. & Tm. Off.



2020 Residential Rate Guide

Effective January 1, 2020

Helping you save money, energy and the environment.



Your basic rates

As your community-owned and not-for-profit electric service provider, SMUD proudly offers a range of residential rate options that are priced among the lowest in California — averaging 35% lower than neighboring PG&E.

This brochure explains how we bill your electricity service, and summarizes the options available to you. The full text of SMUD’s Rates, Rules and Regulations are available on our web site at [smud.org/Rates](https://www.smud.org/Rates) or at our Customer Service Center at 6301 S Street in Sacramento.

Energy usage charges: the bulk of your bill

Most of the charges on your monthly bill are for the electric energy you use, measured in kilowatt-hours (kWh).

Other charges

Your monthly bill also includes a few other charges. Among them:

- **System Infrastructure Fixed Charge**, covers some of the costs associated with the meter, neighborhood wires, poles, transformers and other equipment required to provide electric service, and operating expenses such as customer services and billing.
- **Taxes** from the State & some local municipalities.
- **Premium fees** for any special programs or services you may have chosen to participate in.
- **Discounts** that you may be eligible for as a participant in our low-income or medical equipment programs.
- **Hydro Generation Surcharge** that adjusts annually, as needed, based on precipitation.

Standard energy charges

SMUD offers seasonal electricity prices for all customers.

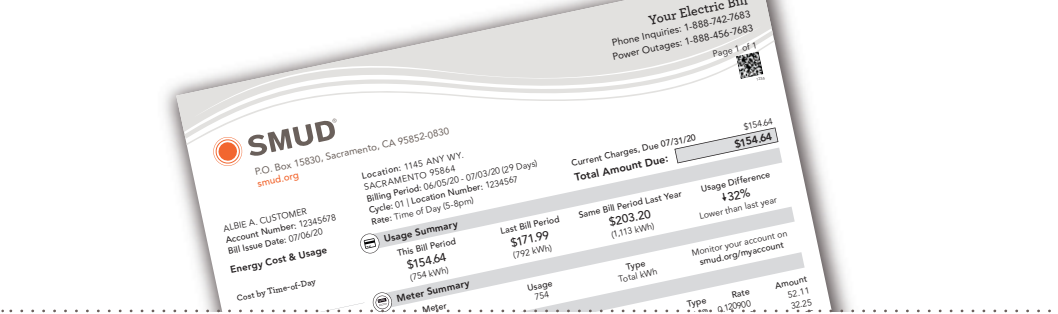
Residential prices by season (dollars/kWh)*

Rate Category	SIFC** (Jan.1 - Sept.30)	Non-Summer (Jan.1 - May 31)	Summer (June 1 - Sept. 30)	SIFC** (Oct.1 - Dec. 31)	Non-Summer (Oct.1 - Dec. 31)
RT02 Time-of-Day (5-8 p.m.)	\$21.05	Peak: \$0.1388 Off-peak: \$0.1006	Peak: \$0.2941 Mid-peak: \$0.1671 Off-peak: \$0.1209	\$21.70	Peak: \$0.1430 Off-peak: \$0.1035
RF01 (Fixed)	\$21.05	All: \$0.1071	All: \$0.1711	\$21.70	All: \$0.1103

* Does not include hydro-generation charges ** Fixed charge per month

Seasons for Time-of-Day

Summer (June 1 - Sept. 30)	Peak Mid-peak Off-peak	Weekdays between 5 p.m. and 8 p.m. Weekdays between noon and midnight except during the Peak hours. All other hours, including weekends and holidays.
Non-Summer (Oct. 1 - May 31)	Peak Off-peak	Weekdays between 5 p.m. and 8 p.m. All other hours, including weekends and holidays.



Examples of SMUD residential rate options

Rate	Low-Income	Medical Equipment Discount
Time-of-Day (5-8 p.m.)	Time-of-Day (5-8 p.m.) with EAPR	Time-of-Day (5-8 p.m.) with MED
Fixed	Fixed with EAPR	Fixed with MED

Time-Of-Day Rate (TOD)

The Time-of-Day (5-8 p.m.) Rate is the standard residential rate for all SMUD customers with a smart meter including customers approved for solar installation after Dec. 31, 2017, and any customers moving into a home with existing solar. Eligible customers have the option to enroll in the alternative Fixed Rate.

The Time-of-Day (4-7p.m.) Rate closed Dec. 31, 2017. Solar customers on this rate can remain on it until Dec. 31, 2022. Customers with electric vehicles on this rate were transitioned to the Time-of-Day (5-8 p.m.) Rate in 2019. If you own or lease an electric vehicle, you can receive a discount for charging between midnight and 6 a.m.

If you can shift your electricity use to times other than the 5-8 p.m. peak period, you could save on your electricity bill. Learn more at [smud.org/TimeOfDay](https://www.smud.org/TimeOfDay).

Residential assistance programs

SMUD offers low-income and medical equipment discount rates for qualifying households.

Energy Assistance Program Rate (EAPR). Eligible low-income customers can receive \$10 off the SIFC and a discount on electricity usage cost per kilowatt hour based on qualifying poverty level income guidelines.

Medical Equipment Discount (MED) Rate. Households with a full-time resident dependent on a qualifying electrically-powered medical device in the home may be eligible for a \$15-per-month MED Rate discount.

To apply for EAPR or MED, visit [smud.org](https://www.smud.org) or call 1-888-742-7683 for an application.