

CONNECTION

NOVEMBER 2025



UNDERSTANDING YOUR BILL: THE SERVICE AVAILABILITY CHARGE

If you've ever looked closely at your PUD bill, you've probably noticed a line called the Service Availability Charge. This part of your bill stays the same month to month, whether you use a lot of electricity or just a little.

That's because even when your lights are off, the cost of keeping power available doesn't stop. The poles, wires, transformers, and crews that make sure your electricity is ready when you need it are always working behind the scenes.

The service availability charge helps cover those fixed costs, which includes maintaining miles of line, trimming trees, restoring power after storms, and keeping PUD equipment in top shape. It's what makes it possible for you to have safe, reliable power 24 hours a day, seven days a week.

You can think of it as your share in keeping the system strong and ready for everyone. Whether you use a small amount of electricity or a lot, the service availability charge helps make sure the lights come on every time you flip the switch.

At Pend Oreille PUD, we're committed to keeping costs fair while maintaining the reliable power you depend on every hour, every day.



Keep the Chill Out and the Savings In

As the temperatures drop and furnaces start running, a few small changes around the house can help keep your energy use, and your bill, in check this winter.

- **Set your thermostat wisely.** Lowering it just a few degrees when you're asleep or away can make a noticeable difference.
- **Seal up drafts.** Check around doors and windows for air leaks and use weather stripping or caulk to keep warm air in and cold air out.
- **Let the sun help.** Open blinds or curtains during the day to let sunlight naturally warm your home, then close them at night to hold the heat in.
- **Use space heaters safely.** Only heat the room you're in and keep them at least three feet away from anything that can burn.
- **Check your filters.** Clean or replace furnace filters regularly so your system doesn't have to work harder than it needs to.

These simple steps can go a long way toward keeping your home cozy and your energy costs under control.

Pend Oreille PUD is here to help you stay warm efficiently, so please visit our website for more energy-saving tips and programs.

CONNECT



Holiday Office Closures

PUD offices will be closed Tuesday, November 11 in observance of Veterans Day and Thursday, November 27 for Thanksgiving.

We thank all who have served and wish our customers a safe and happy holiday season.

STRUGGLING TO PAY YOUR BILL? HELP IS AVAILABLE

If you or someone you know needs help paying a utility bill, several programs are available. The PUD's Neighbors in Need program offers qualifying customers up to \$250 toward past-due balances. Additional assistance may be available through Rural Resources, DSHS, Family Crisis/Crime Victim Services, and the Pend Oreille County Veteran's Assistance Program.

For details or to see if you qualify, call the PUD's Customer Service Team at 509-447-3137 or visit ruralresources.org.

Protect Your SmartHub Account with 2-Step Verification

Phishing scams are becoming more common, and cybercriminals continue to find new ways to trick people into revealing personal information. To help keep your SmartHub account secure, multi-factor authentication (MFA) is now a voluntary option, which adds an extra layer of protection for your online account.

With MFA, you'll log in using your usual password and then verify your identity with a unique code sent to your phone or email. This makes it much harder for anyone else to access your account, even if they know your password.

We encourage all customers to enable MFA for added peace of mind and security.

Learn more or update your settings by logging into your SmartHub account.



CONNECT WITH US!

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UPCOMING BOARD MEETINGS

Tue, Nov 4 - Newport
Tue, Nov 18 - Newport

Office Closures:

Tue, Nov 11 - Veterans Day
Thur, Nov 27 - Thanksgiving