

# c nnected

## Clean Your Filters

Start off fresh in January, with clean filters. What filters, you ask? Heat pump water heaters, ductless heat pumps, ducted heat pumps, and forced air furnaces all have filters that help protect the equipment from dust and gunk. If these filters get clogged, your equipment will stop working efficiently or stop working altogether.

### Where to start

Set up a schedule or alarm to help you remember to clean and/or replace your filters. The table below can help you manage your filters:

Equipment	Filter Location	Reusable Filter	Filter Management	Schedule
Heat Pump Water Heater	Top of water tank	Yes	Clean under faucet sink, dry, and return to top of water tank	Every two months depending on level of dust in room
Ductless Heat Pump	Front panel of inside unit	Yes	Clean under faucet sink, dry, and return to top front panel inside unit.	Every two months depending on level of dust in room
Ducted Heat Pump	Varies	No	Replace old filter with new.	Every two months depending on level of dust in room
Forced Air Furnace	Varies	No	Replace old filter with new.	Every two months depending on level of dust in room

### Helpful Tip

Write the date you replace the filter on the cardboard filter frame. This helps you remember when it was last replaced.

Ductless Heat Pump



Heat Pump Water Heater



Replaceable HVAC Filters



Contact Cowlitz PUD Energy Efficiency Services at 360.501.9514 (office), 800.631.1131 (Toll-Free), or [eeservices@cowlitzpud.org](mailto:eeservices@cowlitzpud.org) for more information.

## GoForth Electric Carshare Program

Take a free ride in the all-electric Chevy Bolt, stationed at 961 12th Ave (first come reservations only).

**Carshare reservations available until 3/31/2025.**

Why Drive electric?

- No more gas stations
- Higher performance
- A cheaper drive
- Benefit the economy and environment

Download the MDO Carshare app from Google Play or App Store or scan the QR code to make a reservation!



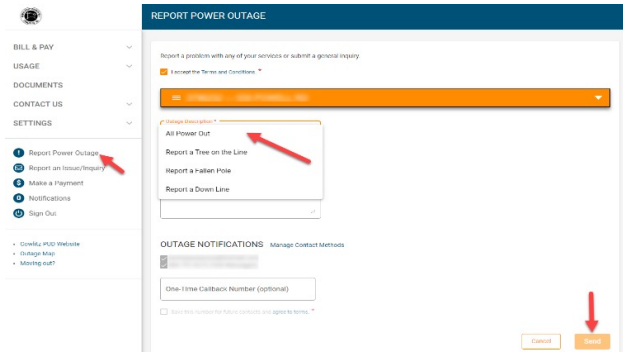
**Need more info? Visit [goforthcarshare.com](http://goforthcarshare.com) or call 503.850.0007**

## Do You Know? How to Report an Outage

Storm season is here! To help restore your power as quickly as possible, report outages with SmartHub. It's a simple and user friendly tool that ensures your outage is reported instantly.

How to report an Outage:

Open SmartHub and click the Report Power Outage button.



## Stay Connected with SmartHub Notifications:

Don't be left in the dark! Sign up for SmartHub notifications to receive real-time updates about outages and restoration times.



How to Set Up Notifications:

1. Go to More in SmartHub
2. Select Settings
3. Choose your preferred Contact Method of text, email, call, or all!

## Tip of the Month: Downed lines - What to Do

1. Stay Away: Always assume downed power lines are live and dangerous.
2. Never Touch: Avoid all contact with downed lines or anything near them. Treat every line as

Why It's Important:

Downed power lines can energize the ground and nearby objects, creating a dangerous situation known as step potential. You can be seriously injured by stepping into electrical current or touching electrified objects.

**Report a downed line immediately by calling 911**

## Bill Assistance Programs:

### LIHEAP: 2025 Season

Schedule your appointment today at [www.lowercolumbiacap.org](http://www.lowercolumbiacap.org)

The Low-Income Energy Assistance Program (LIHEAP) is a Federally funded program administered through CAP.

### WARM NEIGHBOR

Are you low-income and struggling to pay your bills? One-time bill assistance of up to \$300 may be what you need to get back on your feet.

#### How to Apply:

- Complete the [application](#) on SmartHub, in the office, or print from website
- Submit online, email, mail, or drop off the application and required documentation at our office.

### WARM NEIGHBOR INCOME LIMITS 2024

FAMILY SIZE	ANNUAL	MONTHLY
1	\$ 50,400	\$ 4,200.00
2	\$ 57,600	\$ 4,800.00
3	\$ 64,800	\$ 5,400.00
4	\$ 72,000	\$ 6,000.00
5	\$ 77,800	\$ 6,483.33

### DISCOUNTED RATE PROGRAM

Are you low-income, 62+, disabled, active military, or a veteran? You may be eligible to receive up to 30% off your monthly bill.

#### How to Apply:

- Complete the [application](#)
- Submit online, email, mail, or drop off the application and required documentation at our office.

### DISCOUNTED RATE INCOME LIMITS 2024

FAMILY SIZE	SDDR 30%		SDDR 20%	
	ANNUAL	MONTHLY	ANNUAL	MONTHLY
1	\$22,590	\$1,883	\$50,400	\$4,200
2	\$30,660	\$2,555	\$57,600	\$4,800
3	\$38,730	\$3,228	\$64,800	\$5,400
4	\$46,800	\$3,900	\$72,000	\$6,000
5	\$54,870	\$4,573	\$77,800	\$6,483.33

**Contact Customer Service for more details: 360.423.2210**

**Connected is published by Cowlitz PUD**

961 12th Avenue  
PO Box 3007, Longview, WA 98632  
360.423.2210 | Toll Free 800.631.1131  
[cowlitzpud.org](http://cowlitzpud.org)



Board of Commissioners meets the second and fourth Tuesday of each month at 2pm.

To attend contact [mpetterson@cowlitzpud.org](mailto:mpetterson@cowlitzpud.org)