

c nnected

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HOME ENERGY LOAN

Cowlitz PUD – partnered with Fibre Federal Credit Union – offers home energy loans to customers completing residential energy efficiency projects such as insulation, windows, ducted or ductless heat pumps, and heat pump water heaters.

Minimum and maximum loan amounts are \$2,000 to \$12,000, with loan terms ranging from 24 to 60 months. The rebate available from the PUD to complete your energy efficient project, is used to lower the annual percentage rate of the loan to zero or near zero in most cases.

As preapproval is required, please contact Cowlitz PUD Energy Efficiency Services at **360.501.9514** (office), **800.631.1131** (Toll-Free), or eeservices@cowlitzpud.org to get started.



CLEAN YOUR FILTERS

It's best practice to clean your HVAC and hybrid water heater filters at least once a quarter. This helps to ensure your equipment remains in operation.

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	Vacuum dust from filter 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	Vacuum dust from filter 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

Replaceable HVAC Filters



Helpful tip:

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

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

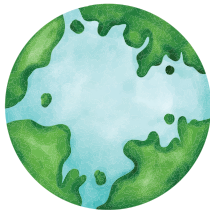
Do you Know? eBill Auto Pay Promo?

Enrolling for eBill or AutoPay now offers a \$5 one-time credit on your account. Enroll in both and receive \$10!

- **eBill** – receive your bill electronically instead of waiting for a paper bill to be mailed.
- **AutoPay** – Pay your bill automatically on its due date with your checking account or credit card.

Sign up on SmartHub today!

SmartHub: eBill Enrollment



Help our Earth by going **GREEN!** Sign up for paperless billing through SmartHub!billing, and accept the change.

Simply login to your **SmartHub account** online or in the app, go to settings, choose paperless billing, and accept the change.



Tip of the Month: Tree Trimming Safety

Customers are responsible for keeping trees, branches, and brush clear of the service wire that provides electricity to their home or building.

Avoid injury or death by calling for a planned disconnect before trimming trees, planting, or maintaining clearance.

Visit our website at www.cowlitzpud.org to fill out a Tree Trimming Request Form.



Bill Assistance Programs:

LIHEAP: 2024-2025 Season

Schedule your appointment today at www.lowercolumbiacap.org

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



Are you low-income and struggling to pay your bill?

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

FAMILY SIZE	SDDR 30%		SDDR 20%	
	ANNUAL	MONTHLY	ANNUAL	MONTHLY
1	\$23,475	\$1,956	\$50,400	\$4,200
2	\$31,725	\$2,644	\$57,600	\$4,800
3	\$39,975	\$3,331	\$64,800	\$5,400
4	\$48,225	\$4,019	\$72,000	\$6,000
5	\$56,475	\$4,706	\$77,800	\$6,483.33

Contact Customer Service for more details: 360.423.2210

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

To attend contact mpetterson@cowlitzpud.org