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For Immediate Release: March 13, 2020

SMUD suspends power shutoffs for non-payment

In response to the COVID-19 pandemic and growing economic challenges, SMUD announced it will suspend the practice of disconnecting power due to non-payment for residential and commercial customers. In addition, customers who are currently disconnected for non-payment will be reconnected, as long as the meter or other equipment has not been damaged and all other conditions are safe.

“We made this decision due to the impact that COVID-19 is having on our local communities,” said Arlen Orchard, CEO and General Manager of SMUD. “We want to ensure that our most vulnerable customers have access to power during these times.”

The suspension of power disconnection due to non-payment begins today and will last through March 31 as SMUD continues to monitor the evolving situation.

Customers who are behind on payment will still owe SMUD for service, they will just not lose power at this time. Customers are encouraged to contact SMUD to make payment arrangements or to inquire about energy assistance rates and other programs that could be beneficial.

About SMUD

As the nation’s sixth-largest community-owned electric service provider, SMUD has been providing low-cost, reliable electricity for almost 75 years to Sacramento County (and small adjoining portions of Placer and Yolo Counties). SMUD is a recognized industry leader and award winner for its innovative energy efficiency programs, renewable power technologies, and for its sustainable solutions for a healthier environment. SMUD’s energy is about 50 percent carbon-free and is on track to deliver 100 percent net-zero carbon electricity by 2040, ahead of California’s 2045 goal.

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