



65 S. Roop St.
Susanville, CA 96130
Phone (530) 257-4174
Fax (530) 257-2558
www.lmud.org

BOARD OF DIRECTORS

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In case of an outage: If your electricity is off for more than a few minutes, call 257-4174. Office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. After-hours and weekend calls will be answered by a local service and immediately forwarded to standby personnel.

*The board meets at 5:30 p.m.
the fourth Tuesday of each month.*

CA-106

Manager's Message

Dear Customer,

At Lassen Municipal Utility District (LMUD), we understand winter can bring not only extreme weather, but is a time when the family budget is stretched to the brink. That is why we offer a variety of programs designed to help our customers conserve energy and, if needed, a helping hand through tough economic times.

LMUD's Energy Conservation Assistance Program (ECAP) provides assistance to LMUD's income-qualified customers who may need a helping hand meeting their electric bill. ECAP provides a discount of 20 percent to 50 percent—depending on eligibility criteria—on energy use from November to April, lessening the impact of winter energy use. ECAP applications may be picked up at the LMUD office, 65 S. Roop St., or call the office at 257-4174 to have one mailed to your home.

In addition to the ECAP program, this year LMUD instituted the Emergency Energy Assistance Program (EEAP)—a one-time emergency assistance program for income-qualified customers. The goal of the program is to avoid disconnection of service for customers who are faced with an unexpected financial crisis. EEAP applications are available through the local Salvation Army office in the Susanville Grocery Outlet shopping center or at Crossroads, 2410 Main St. in Susanville.

LMUD also offers energy gift cards in denominations of \$25, \$50 and \$100. Gift cards may be purchased at the LMUD office. Gift cards can be applied to any LMUD account. They make a great gift for seniors, college students or any LMUD customer.

LMUD's Convectair electric heater program offers customers an alternative to traditional electric heat sources at a great price. LMUD stocks the 1,250-watt and 500-watt Apero models. However, the entire Convectair line is available by special order. Stop by the office to see a Convectair demonstration or log on to their Web site, www.convectair.com to view the entire line.

As your Hometown Energy Provider, it is our hope that by working together we can overcome difficult economic times.

General Manager Ray Luhring



Happy Holidays

The LMUD staff and directors would like to wish all of our customers a safe and happy holiday season.

The LMUD office will be closed Friday, December 25, in observance of Christmas and Friday, January 1, in observance of New Year's Day.

As usual, our 24-hour customer service hotline—257-4174—will be available in case of an emergency.