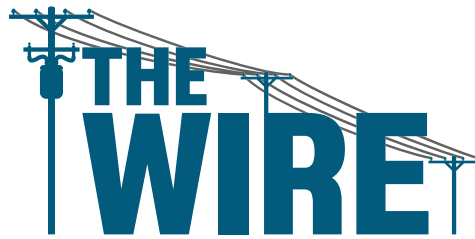




WATER & POWER
 Serving Central California since 1887



MARCH 2024

MYTID.COM

My TID is a self-service platform that provides you access to valuable information about your TID account. Log in to take advantage of the customer options, like enrolling in Budget Billing. Visit My.TID.org to get started today.



We Want Your Feedback!

TID is committed to providing exceptional service and your feedback plays a crucial role in helping us understand your needs and preferences.

During the month of April, TID’s Customer Satisfaction Survey will be available online and we hope you will take a few minutes to share your thoughts.

The survey will be easy to complete and your input can contribute to improvements in our services, providing us with insight to help identify areas and programs that are working, and those that can be improved. TID contracts with Great Blue Research, Inc. to conduct the online survey.

The survey will ask your opinion on a variety of topics, like customer service experience, rates, outages and preferred methods of communication. Your feedback will help TID to better serve your needs.

Thank you for being an essential part of our community-owned utility.

You can find additional information about the survey at TID.org/survey.



STAY TUNED!

Watch for an insert in your next TID bill for a QR code to take the survey.

The survey will be available April 1 - May 15.



TID CARES – Rate Assistance Program

If you need help in paying your electric bill, there are resources available. You may be eligible to receive financial assistance on your energy bill through the TID CARES Rate Assistance Program.

Residential customers who qualify will receive an \$11 discount on the customer charge and 15% off the first 800 kilowatt-hours (kWh) each month.

Visit [TID.org/cares](https://www.tid.org/cares) for the program guidelines and to complete the application online. You can also visit the Turlock or Ceres Customer Service offices for a printed application.

If you have any questions about the program or need help with your application, please call TID Customer Service at (209) 883-8222.



SPRING MEANS GREEN WE'VE RAISED THE STAKES (AND SHOVELS) THIS SPRING

RECEIVE UP TO A \$50 REBATE WHEN YOU
PURCHASE A QUALIFYING TREE DURING
MARCH 1 - MAY 31, 2024

Additional terms & conditions apply. For more information on qualifying trees and program details go to

[TID.org/SpringTree](https://www.tid.org/SpringTree)

Or scan here



TIPS TO SPRING INTO SAVINGS



Spring cleaning can result in a need for new appliances. Be sure to check TID's rebates for Energy Star certified appliances.



Set your A/C to 78 degrees and consider investing in a Smart Thermostat to control your heating and cooling usage from anywhere. TID offers a rebate for qualifying Smart Thermostats.



Keep your HVAC system in top condition with regularly scheduled maintenance. TID offers a HVAC tune-up rebate.

Find a list of TID's rebates at [TID.org/rebates](https://www.tid.org/rebates).

TID WATER & POWER PODCAST

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