In Pursuit of the 2% Solution

In this issue, we explore:
1) The stewardship of our most precious resource, fresh water, comprising just 2.5% of all water on Earth (the other 97.5% is saltwater); and 2) our increasingly popular energy-saving PTCS Duct-sealing Program, which enjoys a 98% customer satisfaction rating — an excellent score by any reckoning — but we’d like everyone to be happy, including, you guessed it, that last 2%.

Duct-sealing Program Customer Testimonials

- OUTSTANDING!
- I wish I had done this years ago!
- I will tell everyone I know about this!
- Thank You. Thank you. Thank you, PUD!
- My house is consistently warmer.
- I can’t believe what a difference this has made!!
- Furnace doesn’t run as long between cycles — Nice!
- They found leaks I didn’t realize existed.
- The technician made the whole experience perfect — A+++!
- Service reps were very thorough, knowledgeable, quick and efficient.
- The technicians were as enjoyable as they were industrious! They did a wonderful job.

Our Duct-sealing Program incentives range from $350 to $750, depending upon the type of home, heating system and PUD service area. Through this program, a bonded, Participating Installer, following strict PTCS Duct-sealing procedures, will evaluate, properly seal, and test your home’s duct system to ensure optimal performance. Some participating installers have opted to do PTCS duct-sealing jobs for the incentive amount, thereby making the job free to customers, while other Participating Installers may charge more. As with all our weatherization and heating incentive programs, we recommend obtaining a few bids to maximize your options.

Did you know that running your home’s heating or cooling system with leaky ductwork is like running it with the windows wide open?

According to the U.S. Department of Energy, homes with uninsulated leaky ducts in unheated spaces (attics, crawlspaces, etc.), could be losing up to 60% of heated air before it even reaches the registers. The good news is: your PUD’s no/low-cost Performance Tested Comfort System (PTCS) Duct-sealing Program seals those leaks, increases the efficiency of your heating system, increases home comfort, reduces heating costs and conserves resources.

To learn more about this no/low-cost energy-saving program, visit our website (www.clallampud.net/conservation) or call 360-565-3249 or 800-542-7859 x249.

Duct Blaster® in Action: testing for leaks.

PUD Weatherization Programs: Taking the Easy Way In

We’ve streamlined the approval process for our Weatherization and Heat-pump Incentive Programs by creating an all-in-one sign-up/bid form (available from Participating Installers) and reducing bid-processing time.

Hot-off-the-Presses! Informative Weatherization Program brochures (at left) are now available at any PUD office, Participating Installer and/or our website at www.clallampud.net/conservation
Water/Wastewater Treatment Plant and System Technicians use a wide variety of instruments, tools, equipment and math and chemistry skills to: 1) treat water to make it safe to drink; 2) remove harmful pollutants from domestic and industrial liquid waste to ensure minimal impacts on the environment; and 3) manage and maintain all components of water/wastewater systems to provide quality assurance. On-going training, education, skills tests and certifications are required.

**Q&A with our Water/Wastewater Techs:**

1. **What do you love about your job?** Customer service, making customers happy, providing clean water, the variety of tasks.
2. **What is something that customers might not know about your job?** We have a great deal of training and education that we are required to keep up-to-date.
3. **What is one of the most challenging aspects of your job?** Dealing with large main breaks in the winter or just getting wet and cold in freezing weather. Keeping a maintenance schedule in the midst of unforeseen events.
4. **What can customers do to make your job easier/safer?** Notify us about a problem as soon as you become aware of it, so we can take care of it before it worsens.
5. **Would you recommend your occupation to others?** Yes!!!

**web Resources**

- www.callsmpud.net/water
- www.watersuitably.com
- www.waterkeeper.org
- www.epa.gov/watersense
- www.usgs.gov
- http://callam.scc.wa.gov/
- www.wnps.org

**Did You Know?**

The average American uses the equivalent of 1,600 glasses of drinking water per day. Over 36 states are currently anticipating water shortages by 2013. If every home in the U.S. used water-efficient appliances, the country would save more than 3 trillion gallons of water and more than $18 billion dollars per year.

Leaky faucets dripping at one drop per second can waste over 3,000 gallons of water per year. Turning off the tap while brushing your teeth twice per day can save 240 gallons per month.

Leaky toilets waste about 200 gallons of water per day. To find a toilet tank leak, place a drop or two of food coloring into the bowl, you have a leak.

Replacing thirsty lawns and plants with Northwest native plants can cut outdoor water use by over 50%. Native plants have adapted to our climate, and, once established, require less care than non-natives. Plant in the fall for best results.

Insulating hot water pipes will reduce both your water and electricity bills.

**Small Leaks = Big Consequences!**

<table>
<thead>
<tr>
<th>Leak Size</th>
<th>Loss/Day</th>
<th>Loss/Mo.</th>
<th>Loss/Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>360</td>
<td>10,800</td>
<td>129,600</td>
<td></td>
</tr>
<tr>
<td>1,200</td>
<td>36,000</td>
<td>432,000</td>
<td></td>
</tr>
<tr>
<td>4,296</td>
<td>128,880</td>
<td>1,546,560</td>
<td></td>
</tr>
<tr>
<td>6,984</td>
<td>209,520</td>
<td>2,514,240</td>
<td></td>
</tr>
</tbody>
</table>

**Water/Wastewater Lingo**

- Band-aid: Repair band
- Clamping: Water flowing up from a leak below ground
- Cooking pipe: Highly chlorinating pipe to kill bacteria
- HTC: Head...ard Chaser, Foreman
- Hole hog: Head-boring machine
- Knuckus: Pipe connection adaptor
- Pig: Tool for cleaning pipe interior
- Putting the juice to it: Adding filtration chemicals to water
- Red-eye-tight: Over-tightened
- Silver bullet: Compression coupling
- Volkswagen: Large thrust block
- Water dogs: Water Department Personnel