

PUD Mission Focus on Reliability

When your job is to keep the electricity flowing around the clock, reliability is a eleven-letter word for mission critical. Around the PUD, there's zero hesitation to launch restoration efforts when service has been interrupted. Just as powerful is our commitment to keep outages from happening in the first place.

In an average year, the PUD invests about \$5 million in upgrading electrical system facilities, equipment and materials. These investments serve growth, enhance power quality, and reduce the number and length of unplanned outages as cost-effectively as possible.

Our ongoing reliability and efficiency improvements address:

✓ **Poles:** The PUD owns more than 24,000 poles, holding almost 2,000 miles of wire. A regular rotation of pole inspections, treatments and replacements ensure the structures' integrity. In many locations climate-vulnerable wooden poles are being replaced by fiberglass poles that last twice as long.

✓ **Cable and Wire Upgrades:** Planning identifies sections of line where changing the size, or gauge, of the electric lines can increase capacity where growth is driving increased demand. Or an upgrade

can be done to improve the efficiency of the electricity's flow on sections of the system. Often, we use poles already in place.

✓ **Undergrounding:** Each year select sections of line are placed underground. Because underground lines are much more costly than overhead lines, sections are built only after a comprehensive analysis of costs and benefits. The number of outages is greatly reduced, but restoration times can be longer when repairs are needed.

✓ **Vegetation Management:** PUD crews continually patrol our service area removing or trimming trees and brush that threaten power lines (see related article on back page). Trees can fall or be blown into lines, damaging them and knocking out service. Limbs and branches also cause outages when they grow into power lines.

Handful of Efficiency:

Many PUD power line upgrades involve replacing wire. Shown in this photo, the larger wire can carry almost twice the voltage with nearly double the efficiency of the small single-strand copper wire.

✓ **Substations:** These are the facilities where high-voltage electricity is transformed to levels suitable for distribution to homes and businesses. A major program is underway to add new technologies and boost their efficiencies. Our "fleet" of 24 substations will grow by one later this year when a new one is built near Joyce. It will improve our overall flexibility and the ability to route power around problems. The result? Fewer and shorter outages in areas west of Port Angeles.

At different times, improvement projects may require planned outages or short interruptions for some customers. We hope you agree they are a price worth paying for significant improvements to long term service reliability.



PUD Mission : Providing reliable, efficient, safe and low-cost utility services in a financially and environmentally responsible manner.

PUD Commissioners

Our Board holds public meetings most Mondays at 1:30 p.m. at the Port Angeles office, 2431 East Highway 101. Call (360) 565-3231 or (800) 542-7859 for more information.

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Average Pay Plan Makes Bill Paying Easier

Power bills fluctuate with the seasons and reach their highest during the cold, dark winter months when we use the most power. Throw holiday expenses into the mix and budgeting can be tough. The Average Pay Plan eases the burden by making your electricity bill the same amount, month after month.

Once you sign up for Average Pay, we establish a stable monthly payment that's based on your usage history. From the start we can tell you how much your electricity bill will be each month. We routinely monitor accounts and may adjust them to ensure no one is over or under paying. This avoids major imbalances in June when all Average Pay Plan customer accounts are recalculated to reflect any changes in customers' usage levels.

Take the guesswork out of monthly budgeting and sign up for our Average Pay Plan! To find out more call one of our customer service representatives at **360.452.9771** or **1.800.542.7859**.

Visit the Customer Service section of our website www.clallampud.net and learn about our other options for paying your bill using electronic fund transfers, and recurring credit card payments.



Plant a Tree Wisely

Trees and power lines don't get along, but both are essential to our quality of life. We work every day to keep the two in balance.

The PUD reminds you that when planting trees near power lines, please choose low-growing, compact species that won't grow taller than 40 feet -- the height of the standard power line. Junipers and laurel hedgerows are good options.

Branches don't just cause power outages, they can be a threat to safety for tree climbers, like kids and cats. Touching energized power lines will result in death or serious injury.

Reliability and safety are why our vegetation management crews work year-round to keep our lines clear of trees and brush.



PUD vegetation management crews have cleared about 15 miles of power line right-of-way already this year.

Customers Praise CFLs

Our distribution of 140,000 compact fluorescent light bulbs to customers not only saved a lot of energy, it made some customers very happy. Here's a sampling of their letters.

"We really like them and we like that they will last so long." – W.G.C. of Sequim

"They came at the right time. I always wanted them but couldn't really afford them. I thank you so very much." Barbara S. of Sequim

"Thank you so much for the 'Energy Star' fluorescent light bulbs. After trying these bulbs, I will be buying them for all my lamps." – D.T. of Sequim

Cool Conservation Tip:

Did you know that many insurers don't cover losses caused by water heaters with expired warranties? Take advantage of our \$50 rebate for high efficiency water heaters of 50 gallons or more, with energy factors of 0.93 or higher. You'll save energy, money and peace of mind. Rebate forms are available at all PUD offices, participating local stores and at www.clallampud.net/conservation.

Call Before You Dig

Know what's below before you start digging to plant a tree, or build a fence or deck. **Call 811 a few days prior to digging.** Your call will be routed to a One Call Center and you can tell the operator your project details. A professional locator will come to your property free of charge, locate all utility lines and mark their location. You then can dig safely without fear of injury or damaging utility lines – a cost you would be liable for. The 811 service is paid for jointly by participating utilities. The 811 number connects you to a regional call center. For more direct service, PUD customers can call **1-800-424-5555**.

Help Out a Neighbor

During tough times, more people than ever can struggle to pay their bills. If you would like to lend a hand to those less fortunate, our Neighborly Assistance Program is just for you.

Your contribution will be administered by the local Community Action Agency. It directs the funds to qualified low-income residential customers needing help paying their electricity bills.

You can make one-time or regular monthly contributions. Our customer service representatives can set you up, or you can go to the Customer Service section at www.clallampud.net to get an enrollment card.

Watts Green

We are committed to the development of clean renewable energy resources. To support this effort, please contact the PUD to sign up for our Watts Green clean energy program.

The PUD's electricity comes from the following fuel mix:

Coal	3.56%
Hydroelectric	82.07%
Landfill gas	0.95%
Natural Gas	1.46%
Nuclear	11.74%
Other	0.22%
TOTAL	100.00%