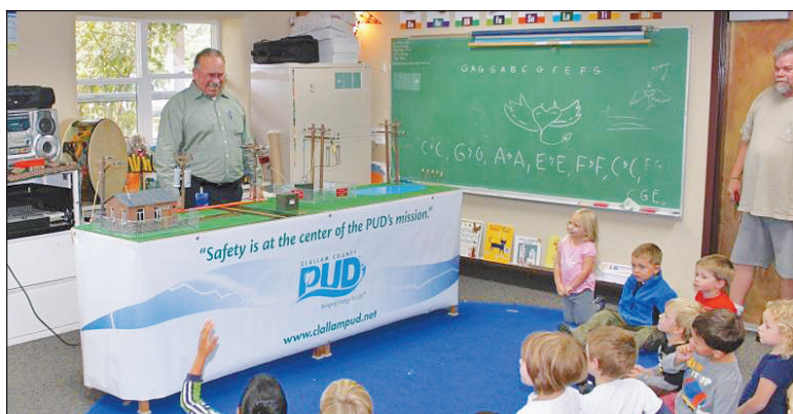


HOTLINE

News From Your Public Power Utility • 1st Quarter 2013



From top, left to right:
Commissioner Hugh Haffner visits
the PUD's Home Show booth.

PUD staff in safety training.

*A high voltage safety
demonstration at Five Acre School.*

*PUD staff tour the Nippon
Biomass Facility in Port Angeles*

*Clallam PUD and other
Washington PUD staff visit
legislators in Olympia.*



INSIDE:

GENERAL MANAGER MESSAGE	PAGE 2
TRADE SHOWS	PAGE 3
CLEANHYDRO CAMPAIGN	PAGES 4-5
BUSINESS ENERGY WASTE	PAGE 6
WATER QUALITY	PAGE 7
NEIGHBORS HELPING NEIGHBORS	PAGE 8

Clallam County PUD
PO Box 1090
Port Angeles, WA 98362

Postal Customer

PRSRT STD
U.S. Postage
PAID
Olympic Mailing
Services
ECRWSS

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

Dear PUD Customers,

We've started to tell our hydro and rivers story in a more direct manner. In this edition of HotLine you will see an article about the CleanHydro education effort that is underway on television and in print.



DOUG NASS

I am very proud that Clallam PUD is a part of this effort because the Northwest's hydropower dams and rivers benefit all of us and our customers in so many ways. In fact, hydropower accounts for over 90% of the PUDs power resources now.

As the article points out, hydropower isn't capturing the same kind of attention in the eyes of the public as it once did. There are several reasons for this; chief among them is that many people have moved to the Northwest from other parts of the country where hydropower wasn't a daily part of their lives. Our young people haven't grown up with the dams as we have and so don't understand their value. And, dramatic changes in the energy industry and government-led efforts to encourage other types of renewable energy, such as wind, have dominated news media headlines.

I believe it's time that we actively tell the incredible story of our dams and hydropower. We need to rejoin, and be a part of, the conversation. And that is exactly what the CleanHydro public education effort is all about.

I hope you will also take a moment to visit the web site **CleanHydro.com** so you can view the TV and print advertisements. While the advertisements promote the key ways that hydropower and the rivers affect our lives, the web site shares in greater detail more about these amazing resources. Please share it with your friends and families so they too can feel the same sense of pride about what we have right here in our own Northwest backyard.

PUD General Manager

Contact PUD

PO Box 1090
Port Angeles, WA 98362
360-452-9771
Toll-free: (800) 542-7859
info@clallampud.net
www.clallampud.net



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

Hydroelectric:	91.73%
Biomass:	0.13%
Coal:	2.13%
Landfill Gases:	0.01%
Natural Gas:	0.67%
Nuclear:	5.27%
Petroleum:	0.02%
Waste:	0.03%
Other:	0.01%

Commissioners

Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings most Mondays at 1:30 p.m. at our Port Angeles office, 2431 East Highway 101. Call (360) 565-3231 or (800) 542-7859, or visit www.clallampud.net, for more information.

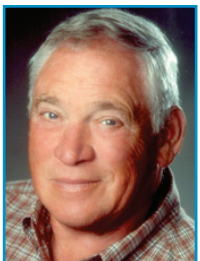


Hugh Haffner

President, District #2

Hugh Haffner has been Commissioner since 1994, when he was appointed to a two year term. He represents the 2nd District, which encompasses areas surrounding the City of Port Angeles. Commissioner Haffner has been working with municipal, state and federal officials to bring fiber optic backbone to the county and researching and developing strategies for a county-wide fiber optic network. With real-time, two-way connections to our power stations and our customers we can regulate power flow and provide better, more economical service.

hughh@clallampud.net • 360-565-3521



Ted Simpson

Vice President, District #3

Ted Simpson was elected in 1985. He represents the 3rd District, which is the West part of the County. Commissioner Simpson is a proponent for safe, reliable, and affordable utility service for all PUD customers. "Our current challenge will be to integrate new renewable (Green) resources into our system at an affordable cost, while complying with State and Federal Laws".

teds@clallampud.net • (360) 565-3525



Will Purser

Secretary, District #1

Will Purser has served as District 1 PUD Commissioner since appointment in April 2001. He represents the 1st District, which is the Eastern part of the County. Commissioner Purser recognizes that the issues of energy, water, and waste disposal are critical to the quality of life of Clallam County residents now and in the future. He also serves on the Energy Northwest Board of Directors' Executive Board. Energy Northwest is a Joint Operating Agency of 28 public utilities operating nuclear, hydroelectric, wind, and solar projects.

wepurser@clallampud.net • 360-565-3512



Chanda talks to a customer.

The Home Show and Expo

There's little doubt that two of the best community events in the Spring are the KONP Home Show and the NPBA's Building, Remodeling, & Energy Expo. Both events provide a great opportunity for the PUD to connect with customers both at the show and through the event marketing activities.

The opportunity to engage customers in conversations about the latest conservation programs, billing and payment options, safety topics, and more is important. The personal interaction with customers at these shows allows the PUD to not only answer questions but to provide much more depth about any topic of interest to the customers.

The shows also provide the PUD a unique opportunity to meet with other vendors in the area and to continue fostering those relationships. Whether it's nurturing the relationships with qualified installers, retailers, or businesses that might be interested in conservation efforts, these events are quite productive.

It's with great pride that we participate in and sponsor these important community events. We hope you enjoyed the KONP Home Show in February, and we look forward to seeing you at the NPBA's Building, Remodeling, and Energy Expo April 6-7 in Sequim.

PROUD SPONSOR OF THESE 2013 COMMUNITY EVENTS

KONP
Annual
KONP Home Show
February 23-24 (Sat-Sun)
www.the.konphomeshow.com

April 6-7
**BUILDING
REMODELING
& ENERGY
EXPO**
Presented by the NPBA
www.sequimexpo.com

Clallam PUD - Your Partner in Conservation



www.clallampud.net/conservation

BE SAFE THIS SPRING - CALL BEFORE YOU DIG!

Practice safety this Spring!

If you have landscaping or other outdoor projects in mind, remember to **Call Before You Dig** to have underground power or other utilities located and marked for safety.

It's easy! Simply dial "811" a few days prior to digging and tell the operator about your plans and in a few days they'll send a locator out!



Know what's below.
Call before you dig.

CLALLAM COUNTY
PUD
Bringing Energy To Life™
www.clallampud.net

CleanHydro Highlights Hydropower and River Values

THIS SPRING, residents of Washington and Oregon will be presented with something that has been a part of the Northwest way of life for over 75 years, yet is often overlooked: how hydropower dams and the incredible power of the Northwest's rivers benefit people in their daily lives. This story of hydropower and river commerce is running on television and in print advertising.

The public education effort, called CleanHydro, is being coordinated by Northwest RiverPartners (RiverPartners), an alliance of utilities – including Clallam PUD, ports, businesses, and farming organizations that advocate for a balanced approach to managing the federal hydropower system on the Columbia and Snake rivers. Other regional and national organizations with a stake in hydropower and river commerce are also supporting the effort to educate the public

about these resources and their benefits.

Terry Flores, Executive Director of RiverPartners, noted that the organization's public opinion surveys show a lack of understanding and appreciation for the tremendous value that the Columbia and Snake River system brings to the Northwest, both economically and environmentally, "For those of us who grew up in the Northwest, it was always a given that hydropower was the premier renewable energy source. And, the energy production benefits of our dams were well known."

Today, a whole new audience needs to be educated, "Many people have moved into the Northwest from other places, and younger generations know very little about hydropower and the river system's contributions. They didn't grow up with them. Hydropower doesn't

have the kind of ingrained recognition it once did. So in a sense, we're re-introducing – and reminding – the public of the tremendous value these resources bring to our lives," Flores said.

And, with a changing energy industry, hydropower has been overlooked in recent years. "We've seen huge growth in other renewable sources of energy, particularly wind. These have been so prominent in the popular media that it's given rise to a perception that they are the only renewables out there," Flores said. "We just want to make sure that hydropower is considered in the same context."

Hydropower, meanwhile, has been quietly, steadily doing its job for decades: producing clean, reliable, low-cost energy that's served as the foundation for the Northwest's economy, environmental benefits, and



quality of life. Telling hydropower’s story through this kind of advertising seemed a good way to bring hydropower back into the main-stream conversation, “CleanHydro is intended to educate citizens about the tremendous benefits our dams and river commerce system bring to the Northwest,” Flores added.

Flores also said that the advertising remains true to the spirit of utilities’ service to the public, “The message in the advertising is positive noting how hydropower provides jobs and keeps our skies clean, and how it accounts for 90 percent of the region’s renewable energy,” Flores said. “The numbers are not only impressive, they also paint the picture – and that’s where we see how the values of these resources really inspire people.”

Beyond renewable energy production, the system of dams and locks on the Columbia and Snake rivers create a river highway allowing billions of dollars of goods to be transported by barge, creating thousands of jobs and boosting the economy. And, the hydropower system allows crops grown by local farmers to feed the Northwest and the world. “Telling that comprehensive story about the dams and rivers helps people appreciate these resources.”

The CleanHydro TV advertising will be run in the Seattle and Portland TV markets, which cover almost all of western Washington and Oregon, as well as a significant reach into the eastern parts of both states. In effect, nearly 4 million households will be reminded of how hydropower shapes the Northwest in positive ways. The advertising will be running from late February into June.

The effort will also be fully integrated with a web site, CleanHydro.com, which features the advertisements as well as additional factual information about the Northwest hydropower system, “We have a great story to tell,” Flores noted. “It simply hasn’t been getting out – now it will.”

NOTE: As a result of the Washington Energy Independence Act (formerly known as I-937) existing federal hydropower is not considered to be “renewable,” and therefore Clallam PUD cannot count clean federal hydropower from the Bonneville Power Administration toward the renewable energy mandates.



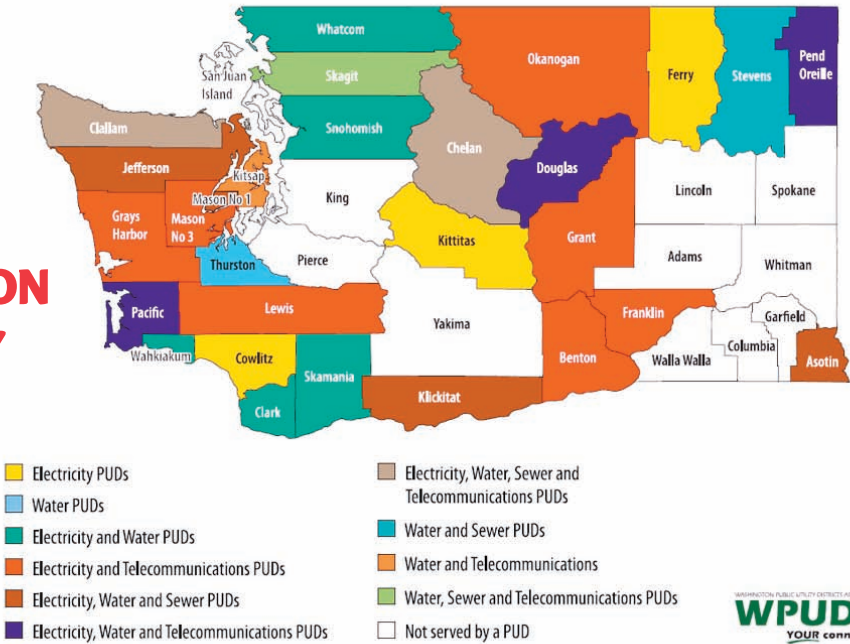
*With great power
comes great responsibility.*

Nearly everything we depend on wields the immense power of electricity. This bodes well for hydropower, because in the Northwest it provides 90 percent of our renewable energy. And it keeps 100 percent of our air clean. **Learn more at CleanHydro.com**

CLEAN  HYDRO

**CLALLAM
PUD
IS A PROUD
MEMBER
OF THE
WASHINGTON
PUD FAMILY**

Counties Served by Public Utility Districts



WASHINGTON PUBLIC UTILITY DISTRICT ASSOCIATION
WPUDA
YOUR connection

Eliminating Business Energy Waste



By Mattias Jarvegren
Utility Services Advisor II

Many of you know that we have rebates and incentives to help our residential customers eliminate wasteful energy use. But did you also know that we have a number of programs that are directed specifically towards our business customers? Last year, the PUD and its business customers saved more than \$40,000 on their energy bills and completed more than 50 commercial and industrial energy-efficiency projects. Projects ranged from small mom-and-pop business to industrial projects and major upgrades at our local school Districts; all taking advantage of the variety of expertise, resources and funding that Clallam County PUD offers all of its customers.

Up to 30 percent of the energy consumed in commercial and industrial buildings is wasted through inefficient equipment, operational practices or occupant behaviors. Almost every existing building or facility has the potential to use less electricity. Using energy wisely decreases your operating expenses and adds money directly to your bottom line in addition to the following benefits:



- Modernized facilities with efficient equipment and reduced maintenance costs.
- Increased comfort, health, and productivity for employees, customers and tenants.
- Business and marketing advantages to attract employees, customers and tenants.
- Reduced environmental impact.
- Helps keep electric rates stable for the whole community by reducing the PUD's need for new energy sources.



Clallam County PUD offers financial incentives to help small, medium and large businesses eliminate electricity energy waste and save money. Our incentives shorten the payback on your investments in your facility and equipment and help improve your company's bottom line.



Incentive amounts can range as high as 70% of the installation cost, and are based on energy savings. For very straightforward technologies, like heat pumps and insulation, we offer simple rebates that make for fast and easy projects. For more complex and commonly implemented, or straightforward, but less commonly implemented equipment upgrades we offer streamlined incentive agreements. These include lighting upgrades and commercial kitchen equipment upgrades.

And custom incentives are tailored to the specific needs of medium and large projects.

Whether you are managing a small lighting retrofit or a major new construction project, we'll make it easy to find cost-effective solutions that help eliminate unnecessary energy waste. The following is a partial list of possible measures. Please contact us with any energy conservation proposal. We are open to ideas!

- Lighting
- Heating and cooling
- Windows
- Insulation
- Commercial kitchen equipment
- Industrial process improvements



As a parting thought, we encourage you to contact us before you make any purchases. All program requirements have to be met, so we would like to get involved in each project early to ensure that you get the maximum benefit of our programs.

Our services to help our customers eliminate wasteful energy use apply to residential, commercial and industrial customers alike. Please don't hesitate to contact us. You can reach us via the web, www.ClallamPUD.net, email, Utility.Services.Info@ClallamPUD.net and phone, (360) 565-3249 or (800) 542-7859 x249. x249.



2431 E. Highway 101 • PO Box 1090 • Port Angeles, WA 98362

360-452-9771 • www.clallampud.net



**By Mike Kitz,
Water and Wastewater Superintendent**

The home page of the PUD web site, www.clallampud.net, now has water reports for each of the PUD's water districts. These reports will stay on the home page through the end of April and perhaps into May. After that they will be moved to a sub page on the site.

The PUD's Water Districts include: Carlsborg, Clallam-Bay-Sekiu, Evergreen, Fairview, Gales Addition, Island View, and Panoramic Heights.

The water reports, required by the US Environmental Protection Agency and the

Washington State Department of Health, contain water source information (type, name, and location of the source); susceptibility of that source to contamination; regulatory standards and definitions; any detected contaminants; known or likely source of any detected contaminant; any department of health violations; various required educational information regarding contaminants in drinking water; water use efficiency stats (% of unaccounted for water); water system contact information (district addresses, meeting times, phone numbers)

This is the first year that the EPA is allowing the PUD to use a direct URL to our website for customers to obtain the report. This electronic reporting method saves thousands of dollars in paper, postage, and employee time.

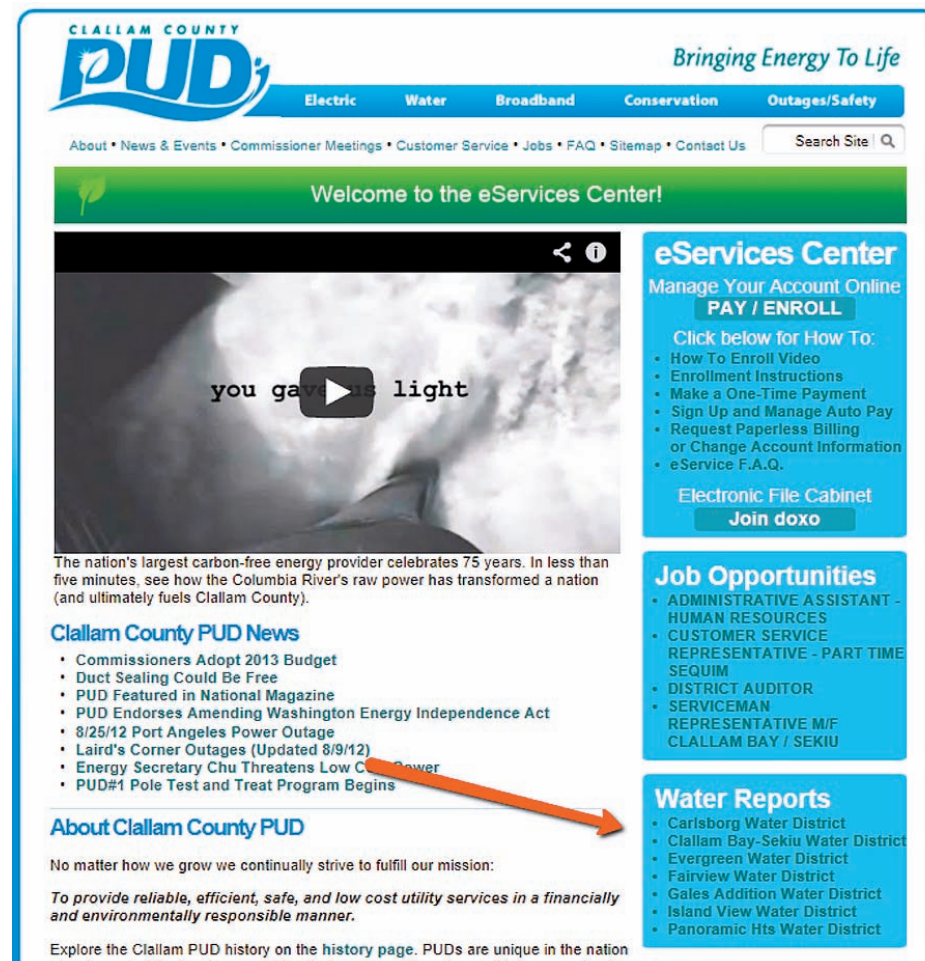
If you are in one of the PUD's Water Districts, we encourage you to take a look at the appropriate report.



Here are a few Water Conservation tips from our partner at "Water Use It Wisely"

- When you are washing your hands, don't let the water run while you lather.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Throw trimmings and peelings from fruits and vegetables into your yard compost to prevent using the garbage disposal.
- While staying in a hotel or even at home, consider reusing your towels.
- To save water and time, consider washing your face or brushing your teeth while in the shower.
- If you accidentally drop ice cubes when filling your glass from the freezer, don't throw them in the sink. Drop them in a house plant instead.
- Turn off the water while you shave and save up to 300 gallons a month.
- Have your plumber re-route your gray water to trees and gardens rather than letting it run into the sewer line. Check with your city codes, and if it isn't allowed in your area, start a movement to get that changed.

For more water conservation tips, visit www.wateruseitwisely.com

CLALLAM COUNTY PUD *Bringing Energy To Life*

Electric Water Broadband Conservation Outages/Safety

About • News & Events • Commissioner Meetings • Customer Service • Jobs • FAQ • Sitemap • Contact Us Search Site

Welcome to the eServices Center!

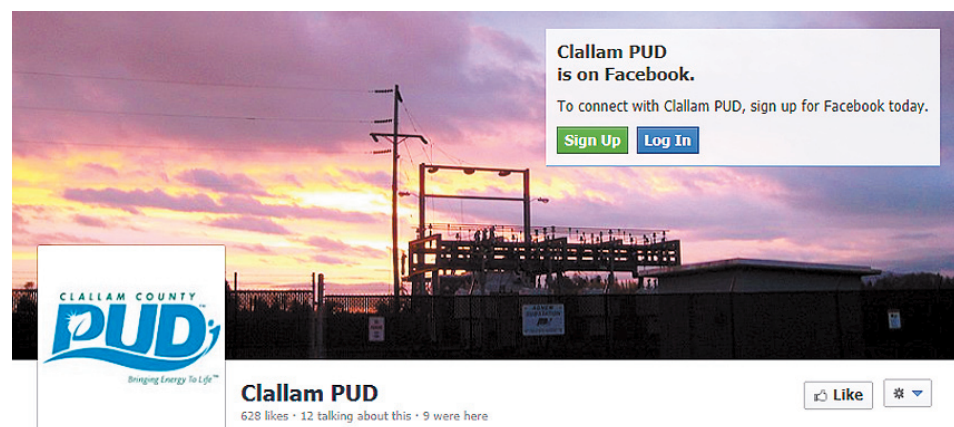
eServices Center
Manage Your Account Online
PAY / ENROLL
Click below for How To:
• How To Enroll Video
• Enrollment Instructions
• Make a One-Time Payment
• Sign Up and Manage Auto Pay
• Request Paperless Billing or Change Account Information
• eService F.A.Q.
Electronic File Cabinet
Join doxo

Job Opportunities
• ADMINISTRATIVE ASSISTANT - HUMAN RESOURCES
• CUSTOMER SERVICE REPRESENTATIVE - PART TIME SEQUIM
• DISTRICT AUDITOR
• SERVICEMAN REPRESENTATIVE M/F CLALLAM BAY / SEKIU

Water Reports
• Carlsborg Water District
• Clallam Bay-Sekiu Water District
• Evergreen Water District
• Fairview Water District
• Gales Addition Water District
• Island View Water District
• Panoramic Hts Water District

Clallam County PUD News
• Commissioners Adopt 2013 Budget
• Duct Sealing Could Be Free
• PUD Featured in National Magazine
• PUD Endorses Amending Washington Energy Independence Act
• 8/25/12 Port Angeles Power Outage
• Laird's Corner Outages (Updated 8/9/12)
• Energy Secretary Chu Threatens Low Carbon Power
• PUD#1 Pole Test and Treat Program Begins

About Clallam County PUD
No matter how we grow we continually strive to fulfill our mission:
To provide reliable, efficient, safe, and low cost utility services in a financially and environmentally responsible manner.
Explore the Clallam PUD history on the [history page](#). PUDs are unique in the nation - but for and of the local communities that we serve. How do you think we can best



“Like” the PUD on Facebook

The PUD is becoming more and more active on Facebook and hopes to see you “Like” the page soon.

When you do, you will see photos of PUD Activities, news about the PUD and the industry, and you will receive weekly conservation tips, such as:

- ▲ Wash full loads of laundry and dishes; air dry if possible.
- ▲ Consider energy efficiency when landscaping.
- ▲ Use only task lighting when appropriate.

Be sure to LIKE the PUD on Facebook at www.facebook.com/ClallamPUD

Neighbors Helping Neighbors Donate to the Neighborly Assistance Program



By donating a few dollars a month, you can help keep the lights on for a growing number of needy families and seniors. Through our Neighborly Assistance Program, you can bring light and warmth to your Clallam County neighbors through one-time or recurring donations to any or all of the following agencies: Sequim Community Aid, Sequim St. Vincent de Paul, and Olympic Community Action Programs. It's simple! Just complete the form below, enclose it with your bill payment and/or drop it off at a PUD office. The form is also available online:

www.clallampud.net/customer_service/NeighborlyAssistance.pdf

Neighborly Assistance Program

Name: _____ Acct. No.: _____

Address: _____ Phone No.: _____

My choices for participation in the Neighborly Assistance Program are indicated below. This replaces any previous pledges.

☐ I prefer to be billed, beginning with my next statement, as follows:

☐ Please bill \$ _____ for _____ months.

☐ Please bill \$ _____ every month until I contact the PUD to cancel.

☐ I prefer a one-time contribution of \$ _____

I want my one-time or monthly contribution of: \$ _____ to Sequim Community Aid

\$ _____ to Sequim St. Vincent de Paul

\$ _____ to go to Olympic Community Action Programs

Signature: _____ Date: _____

PUD eServices Center

The PUD eService Center offers you the ability to access and pay your bill online through the PUD website. This service saves you time and money over driving to your local PUD office to pay your bill in person, or of writing out a check and mailing your payment. To sign up for eService, have a copy of your statement available and type in the address for the PUD homepage into your internet browser: www.clallampud.net

KILL-A-WATT ENERGY DETECTOR TOOLKIT



Clallam County PUD and the North Olympic Library System (NOLS) have partnered to offer residents a way to measure energy use in their homes. Residents are now able to check out a Kill-a-Watt™ Energy Detector Toolkit at any NOLS library for up to a week at a time.

The Kill-A-Watt™ device measures the amount of electricity various household appliances use. It calculates how much money or energy is being spent on an hourly, daily, monthly or yearly basis, allowing you more control over your energy usage!



- No More Paper Clutter
- Free Cloud Storage
- Access Anywhere

Another way to Go Paperless with Clallam County PUD on doxo.

doxo is a digital file cabinet where you can receive, pay and store bills from multiple companies, all in one place.