



Decorating the tree in the new Main Office



PROUD SPONSOR OF THESE 2016 COMMUNITY EVENTS

Feb 13-14, 2016

**BUILDING
& REMODELING
ENERGY
EXPO**

Presented by the NPBA

www.npba.info/building-expo/

KONP

Clallam County Home
& Lifestyle Show

March 12-13 (Sat-Sun)

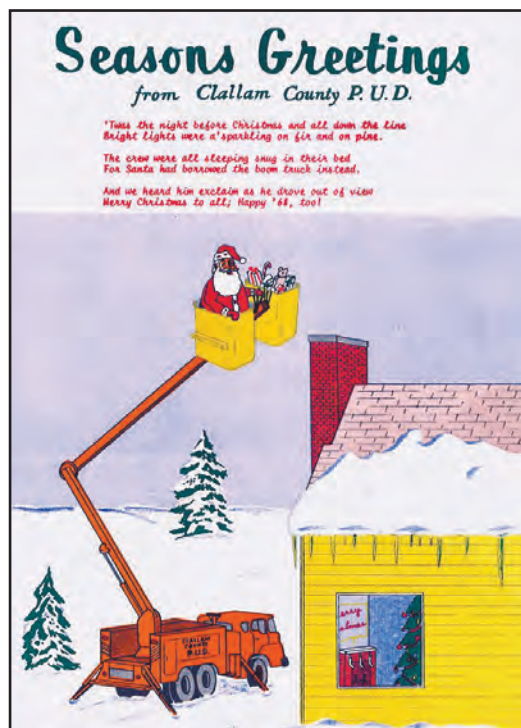
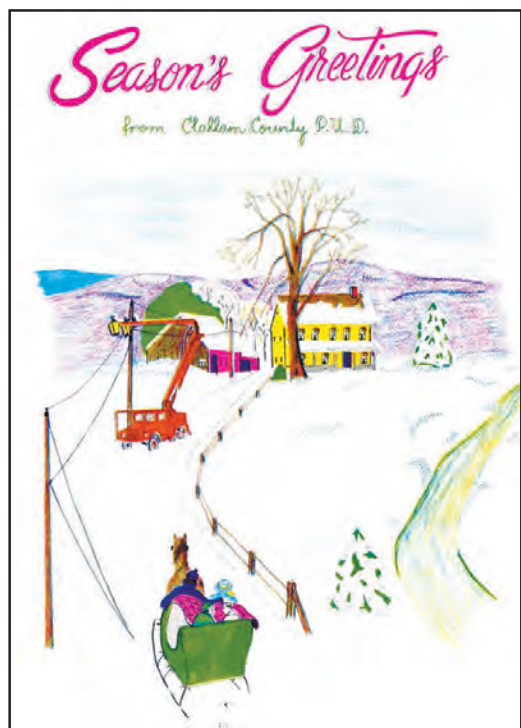
www.cchomeshow.com



The first Commission meeting at the new Main Office.



Payment Drop Boxes are located at all customer offices.



PUD Seasons Greetings from the late 1960's.

INSIDE:

MANAGER'S MESSAGE	PAGE 2
BOARD PRESIDENT	PAGE 3
NEW FACILITIES	PAGE 4-5
PAYMENT OFFICES	PAGE 6
OUTAGE RESPONSE	PAGE 7
YOUR UTILITY	PAGE 8

Clallam County PUD
PO Box 1090
Port Angeles, WA 98362

Postal Customer

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

A Good Year



DOUG NASS

Dear Customers,

This year, 2015, proved to be an exciting year for your Public Utility District (PUD). Not only did we celebrate the 80th Anniversary of Washington's 1st Initiative that authorized the formation of PUDs, celebrate the 75th Anniversary of the formation of Clallam PUD, and celebrate the opening of new facilities, but we also were able to meet the objectives of our Strategic Plan and Budgetary requirements.

The one thing I really want to share with you is just how committed the employees of the PUD are to offering you the best and most reliable service possible. It was no easy task for them to manage the construction of new facilities, move to new facilities, manage the wind storms we experienced this Fall, and continue their regular projects. The employees of the PUD are your friends, your family, your neighbors, and they all care about offering you the quality service you expect.

As I conclude this message, I want to end with a reminder of what the PUD's official Mission is: Providing reliable, efficient, safe, and low cost utility services in a financially and environmentally responsible manner. We are all committed to that and we all appreciate the support we receive from you, our valued customer.

Doug Nass, General Manager

Contact PUD

PO Box 1000
Carlsborg, WA 98324
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:	88.03%
Nuclear:	10.05%
Coal:	0.92%
Wind:	0.55%
Natural Gas:	0.38%
Biomass:	0.04%
Waste:	0.02%
Petroleum:	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 Carlsborg Main Office, 104 Hooker Road. Call (360) 565-3231 or (800) 542-7859, or visit www.clallampud.net, for more information.



Will Purser
President, 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



Hugh Haffner
Vice 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
Secretary, 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

A Letter from Will Purser, Board President

Dear Customers,

Having just celebrated the Grand Opening of our new Main Office in Carlsborg, I wanted to briefly thank our customers. Everything we do is for the customers. It's why we strive to improve reliability, to offer friendly customer service, and to keep rates reasonable.



From what I can see, the future is bright for the PUD and for Clallam County as a whole. The new Main Office is more than just a place of business; it is a sign of commitment to the future of Clallam County. Our customers include small businesses, large chains, manufacturers, mills, agriculture, governments, medical services, young families, people on fixed incomes, and so many more. We value each and every one of our customers and when we make decisions about the future we always have them in mind. We are here to serve.

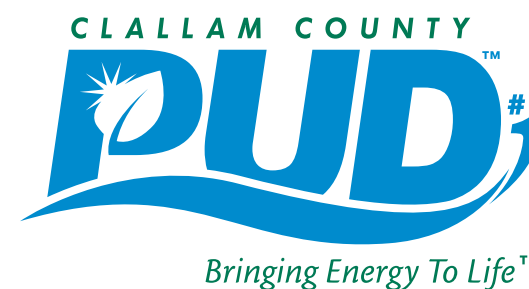
The facility is a result of our desire to continue to serve our customers in a manner that best meets our mission, which is "Providing reliable, efficient, safe and low cost utility services in a financially and environmentally responsible manner."

The facility contains an array of services which we believe best meets the current and future needs of our customers. Being located in Carlsborg we can now offer one stop shopping. With a quality facility like this, we now have the opportunity to better accommodate future growth, better serve the population base of the County while still maintaining a good presence on the West End.

As the new Main Office serves as the anchor for the PUD over the course of the next 50 years, please know your PUD staff and Commissioners are always thinking of you, the customer owner and that this is your Main Office.

Thank you for your continued support,

Will Purser



We've Moved!

The PUD's new Main Office is now open for business at **104 Hooker Road in Carlsborg, Monday - Friday, 8:00 a.m. - 5:00 p.m.**

Customers can now enjoy "One Stop Shopping" at the new Main Office with all departments conveniently located together.

Payment options are also offered online at www.ClallamPUD.net or pay-by-phone at 1-888-402-0663.



PAYMENT CENTERS NOW OPEN:

SEQUIM:
Inside the Co-op, 216 E. Washington St.

PORT ANGELES:
**Inside Country Aire Natural Foods,
200 W. 1st St.**

NEW FACILITY FAQ'S



We have received a number of questions about the PUD's new Main Office and facilities and have decided to share the most common questions here for your convenience. Of course, we look forward to you visiting the new Main Office and if you have any questions, please don't hesitate to ask.

What are the new PUD facilities?

The PUD has constructed three new facilities in the Carlsborg area. These include the Main Office, an Engineering Addition, and a Substation Shop.

Why did the PUD choose to build new facilities?

The old PUD facilities are aging and would require significant expenditures to bring them up to current industry standards. The Port Angeles headquarters building, for example, was constructed in the 1960s.

With a real need, the favorable interest rates, decreased commodity prices, and competitive construction costs, this was a good time to build. Many of the facilities the PUD operate/operated out of simply need/needed to be replaced or upgraded because they have exceeded their economic viability.

Bringing the old Port Angeles customer office up

to code and expanding to allow one stop customer service for electric, water, and sewer would have cost more than a new building or new headquarters on property we already own in Carlsborg.

The facility planning / upgrading process really began in 2007 when the PUD consulted with an architect firm. The firm recommended that the PUD's facilities be centralized in the Eastern part of the county for better efficiency and to move closer to the center of our existing and future customer base.

The PUD then purchased the old Costco property in Carlsborg in 2008. The old Costco building was converted to the PUD's Central Warehouse Facility and the property was also identified as the ideal location for a new Main Office.

In May 2013 the PUD Commission approved contracting with an architecture firm, Lawhead

and Associates out of Bellevue, to study and design a possible headquarters facility. As staff and Commissioners developed a long term strategic plan, the 2014 budget, and a 5 year financial projection, it became apparent that this was right time to begin the next steps of the comprehensive facilities plan.

What is the cost of the new facilities?

The total construction cost for the three facilities is \$10.65 million. Specifically:

Main Office: \$8 Million
Engineering Addition: \$1.25 Million
Substation Shop: \$1.4 Million

How will the cost of the new facilities impact rates?

For the average customer, defined as someone who uses 1200kWh / month, the cost will be about \$0.95 per month for all three new facilities.

How big are the new facilities?**Main Office:** 29,496 square feet**Engineering Addition:** 3,693 square feet of new construction; 2,201 square feet of remodeled space; 1,322 square foot Mezzanine**Substation Shop:** 5,850 square feet**How many employees will be in the new facilities?**

The PUD employee count varies by season, but on average the PUD employs about 150 employees. With the new facilities there will be approximately 120 employees based out of the Carlsborg area.

Who designed and built the new facilities?**Architect:** Lawhead Architects P.S. (Bellevue)**Contractor:** Neeley Construction & Cabinet Company (Puyallup)**When was groundbreaking?**

October 2014

When do / did the facilities open?**Main Office:** Opened to the public on Tuesday, November 24, 2015**Engineering Addition:** Opened on Monday, November 9, 2015**Substation Shop:** Opened Tuesday, November 24, 2015**What is the new address of the Main Office for Customers?****Physical Address:** 104 Hooker Road, Sequim, WA**Mailing Address:** PO Box 1000, Carlsborg, WA 98324**Will Sequim and Port Angeles still have an office for customers?**

Both Sequim and Port Angeles have Payment Centers. The locations are:

Sequim: 216 E. Washington St. (inside the Co-op), 8:00a-5:00p, Closed 12:30-1:30p**Port Angeles:** 200 W. 1st St. (inside Country Aire Natural Foods), 8:00a-5:00p, Closed 12:30-1:30p

All payment facilities have outside drop boxes.

Will the PUD build additional facilities in the near future?

The PUD has identified a need for a new Operations facility in the Forks area within the next 5 years. Property has been purchased in the Forks Industrial Park for this proposed facility.

The PUD has also identified a need for a new Auto Shop, currently housed at the airport in Port Angeles. The long term plan (5+ years) is to build this in the Carlsborg Operation Center.

Will the new address impact online payments?

If you utilize online bill pay with your financial institution please update the PUD payment mailing address for all PUD bills.

The PUD's new mailing address is P.O. Box 1000, Carlsborg, WA, 98324.

When using bill pay through your financial institution, some will mail checks to the PUD rather than electronic funds transfer.

If the payment mailing address is not updated with your financial institution there may be a delay in the PUD receiving your bill payment.

Updating the mailing address is something only customers can do with their individual financial institution.

Grand Opening

**Doug Nass,
General
Manager,
offering
opening
remarks.**



**Will Purser,
President of the
Board, offering
opening
remarks**



**Commissioners
Hugh Haffner and
Will Purser getting
ready for the
ribbon cutting.**



**Open House
attendees**



**Open House
attendees**





Karen is at the Co-op



Chanda is at Country Aire

PUD Opens Payment Centers

The PUD is pleased to announce that Payment Centers are now open in Sequim and Port Angeles. The Payment Centers are in **Sequim inside the Co-op at 216 E. Washington St.**, and inside **Country Aire Natural Foods at 200 W. 1st St. in Port Angeles**. Both locations will be open from 8:00am to

5:00pm and closed from 12:30pm to 1:30pm for lunch each day.

Doug Nass, PUD General Manager, said, "Even with the consolidation of the major customer offices in the new Main Office where one stop shopping is offered to customers, the Commissioners wanted to

maintain a presence in both Port Angeles and Sequim. These payment centers allow us the opportunity to keep that presence while also capitalizing on the efficiencies both customers and employees will realize at the new Main Office."

Customers are reminded that the PUD also offers online or pay-by-phone options. Visit www.ClallamPUD.net to learn about online payment options or call 1-888-402-0663 to pay-by-phone.



SAVE MONEY on your Energy Bill

Your PUD offers a wide variety of rebates and incentives to give you the most bang for your utility buck. Getting a PUD rebate is like being paid to save on your utility bills and make your home more comfortable.

With anticipated future rate increases, and ever-increasing weatherization costs, there's no time like the present to take all practical measures to make your home as energy efficient as possible. Weatherizing now will reduce the impacts of future utility rate and weatherization cost increases, while increasing your home comfort level. **Learn more by visiting the PUD's web site at www.clallampud.net and then clicking "Save Money".**

Federal Incentives:

- Federal Tax Credits are available through 2016 for select Energy Efficiency Upgrades.

Weatherization Incentives

- Duct Sealing
- High Efficiency Replacement Windows
- High Efficiency Heat Pumps
- Insulation
- ENERGY STAR Manufactured Home Rebate Form

Heat Pump Water Heater Rebates

Clallam PUD - Your Partner in Conservation



www.clallampud.net/conservation





“This Fall Clallam County experienced a major wind event that caused outages across the PUD service territory. We are prepared for such events and respond at any hour to help get your power back on. You too should be prepared just in case it is an extended outage. Thank you for your support.”



Do You Have a Disaster Readiness Kit?

It's always a good idea to have a disaster readiness kit on hand in the event of a power outage or other, more serious, situation. This means having your own food, water, and other supplies in sufficient quantity to last for at least three days.

The Clallam County Emergency Management Department has valuable information available on their web site at www.clallam.net/EmergencyManagement.

But, here is a basic look at what you will want to have on hand in case of an emergency:

- Flashlight
- Battery Operated Radio
- Extra Batteries
- Bottled Water
- Wind-up or Battery Operated Clock
- Telephone with Cord
- Manual Can Opener
- Non Perishable Food
- First Aid Kit
- Warm Clothing
- Sleeping Bags

- Medications
 - Important Phone #'s
 - Pet Food
- Note: This list is not intended to be all inclusive and the PUD recommends you visit the Clallam County Emergency Management web site for more detailed information.*



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:

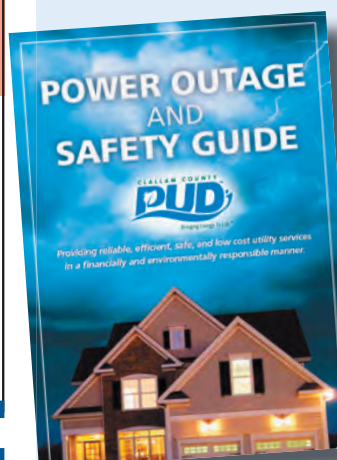
☐ Please bill \$ _____ for _____ months.

☐ 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: _____



**Ask for this
booklet at our
customer offices
or when you
see our displays
at events.**

KILL-A-WATT ENERGY DETECTOR TOOLKIT



Clallam County PUD and the North Olympic Library System (NOLS) are partnering 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!

**Clallam Public Utility District and
the North Olympic Library System -
your partners in conservation!**

www.clallampud.net

www.nols.org

UTILITY VANDALISM AND THEFT = DANGER



Utility facilities contain high voltage systems and are **VERY DANGEROUS**. Keep out of electric substations; pump houses and other utility facilities and buildings, as the equipment carries high voltage. Stay away from any PUD property marked "Danger," "High Voltage," or "Warning".

Tampering with any utility equipment can cause serious injury and may even cause death. Vandalism and theft is costly and could set off extensive power and utility outages.

Trespassing on PUD property and any kind of tampering or vandalism is also a criminal offense. **Offenders will be prosecuted to the full extent of the law.**

If you see any suspicious activity around PUD facilities, immediately notify authorities or call **800-542-7859**. The public is urged to report any non-utility personnel or vehicles around utility facilities.

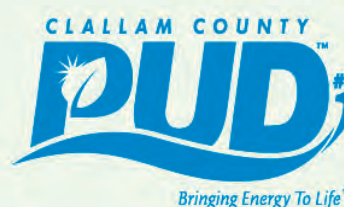


www.clallampud.net

**Warm up to great
savings with a
DUCTLESS
HEAT PUMP:**



**Reduce home heating
costs by up to 40%!**



**DHPs are the most affordable and effective
heating systems available, so
DON'T WAIT!**

**Learn more about installations
and qualifying rebates:**

www.clallampud.net/dhp-incentive/