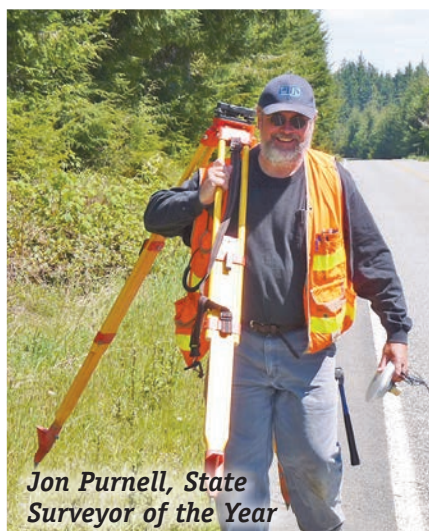


# HOTLINE

News From Your Public Power Utility • 2nd Edition 2014



## INSIDE:

GENERAL MANAGER MESSAGE ON RATES .....	PAGE 2
RELIABLE PUBLIC POWER PROVIDER .....	PAGE 3
ENERGY AND THE ENVIRONMENT .....	PAGE 4-5
ENERGY EFFICIENCY - SIMPLE STEPS .....	PAGE 6
PUD WARNS OF PHONE SCAMS .....	PAGE 7
WATER CONSERVATION TIPS .....	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

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





DOUG NASS

# Message on Rates

## Dear Customers,

A few days ago I was reading a news story about the average cost of electricity in the United States, and then I began to reflect on just how nice we have it here in the Pacific Northwest – Clallam County in particular.

According to data released by the Bureau of Labor Statistics last week, the average residential price for a kilowatt hour (kWh) of electricity in the US is 14.3 cents (*see graphic on page 3*). If you look across Washington you will be hard pressed to find a rate higher than the national average, and right here at Clallam PUD our rate is just over half of the national average. Let me say that again, our total residential rate is slightly more than half of the national average at about 7.9 cents/kWh.

This is something our communities and region should take great pride in and tout, after all, how important are affordable utility rates for the future of our local and regional economies. Unfortunately, the region’s low rates are under constant pressure.

Our clean energy future is in the spotlight right now with mandated renewable resources, interest in rooftop solar, greenhouse gas reduction, and energy efficiency all part of the discussion on the state and federal level. This is a pivotal time and the decisions made today will have cost and service implications for you, our customers, and the economy in the future.

As a not-for-profit, community-owned utility we will be engaging with customers and policy makers about how existing policies impact ratepayers and will work with our communities to move forward in a way that makes both economic and environmental sense.

PUDs across the state, including Clallam PUD, have a lot to contribute to the clean energy discussion because we already offer some of the cleanest energy in the country at some of the lowest rates.

We should take great pride in what we do, how we do it, and for the low cost we provide it. I know I do!

Thank you for all you do for your continued support of your PUD.

Doug Nass, 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:	88.13%
Nuclear:	9.39%
Coal:	1.57%
Natural Gas:	0.63%
Wind:	0.12%
Biomass:	0.08%
Waste:	0.04%
Petroleum:	0.02%
Landfill Gases:	0.01%
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](http://www.clallampud.net), for more information.

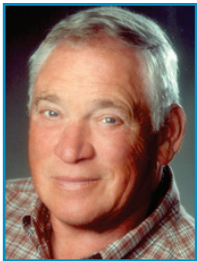


### Hugh Haffner

*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](mailto: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](mailto: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](mailto:wepurser@clallampud.net) • 360-565-3512

# PUD Pride



Dear Customers,

This past Spring your PUD was recognized as a Reliable Public Power Provider (RP3) by the American Public Power Association (APPA) for providing consumers with the highest degree of reliable and safe electric service.

I wanted to take this opportunity to share the pride I feel in this designation as it truly represents the dedication and commitment to excellence the employees of the PUD have in serving the Clallam County community. The employees of the PUD are not just employees, but they are your friends, your neighbors, and perhaps even your family and they take great pride in what they do.

Thank you for your continued support of your PUD.

**Hugh Haffner**  
Commission President

*The RP3 designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement.*

## What does it mean when we say you can count on us?

It means we are amongst the best in the nation when it comes to:

- Reliability,
- Safety,
- Work Force Development, and
- System Improvement.

As a result, we have received a *Reliable Public Power Provider*—or RP3—designation from the American Public Power Association.

We are proud to serve this community and proud to say you can count on us. For more information, visit [PublicPower.org/RP3](http://PublicPower.org/RP3).



[www.clallampud.net](http://www.clallampud.net)



UNITED STATES DEPARTMENT OF LABOR



BUREAU OF LABOR STATISTICS

Home ▾

Subjects ▾

Data Tools ▾

Publications ▾

Economic Releases ▾

## Databases, Tables & Calculators by Subject

Change Output Options:

From: 2004 ▾

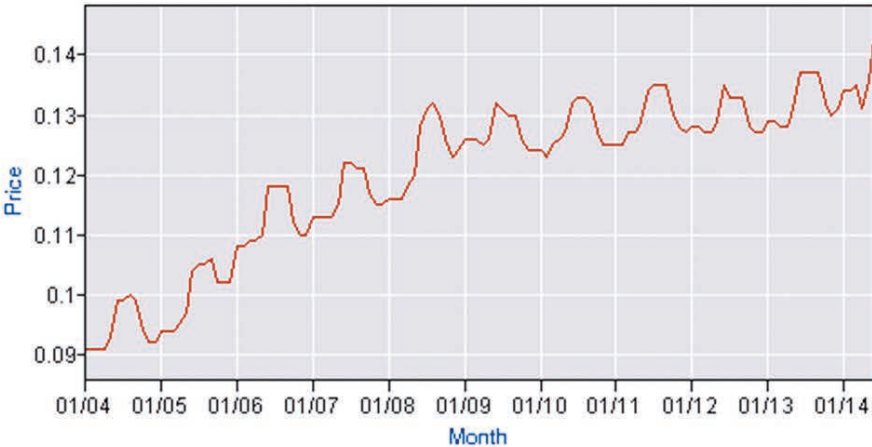
To: 2014 ▾

☒ include graphs

Data extracted on: August 13, 2014 (3:09:32 PM)

### Consumer Price Index - Average Price Data

Series Id: APU000072610  
Area: U.S. city average  
Item: Electricity per KWH



Download: [xlsx](#)

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
2004	0.091	0.091	0.091	0.091	0.093	0.099	0.099	0.100	0.099	0.094	0.092	0.092	
2005	0.094	0.094	0.094	0.095	0.097	0.104	0.105	0.105	0.106	0.102	0.102	0.102	
2006	0.108	0.108	0.109	0.109	0.110	0.118	0.118	0.118	0.118	0.112	0.110	0.110	
2007	0.113	0.113	0.113	0.113	0.115	0.122	0.122	0.121	0.121	0.117	0.115	0.115	
2008	0.116	0.116	0.116	0.118	0.120	0.128	0.131	0.132	0.130	0.126	0.123	0.124	
2009	0.126	0.126	0.126	0.125	0.126	0.132	0.131	0.130	0.130	0.126	0.124	0.124	
2010	0.124	0.123	0.125	0.126	0.127	0.132	0.133	0.133	0.132	0.127	0.125	0.125	
2011	0.125	0.125	0.127	0.127	0.129	0.134	0.135	0.135	0.135	0.130	0.128	0.127	
2012	0.128	0.128	0.127	0.127	0.129	0.135	0.133	0.133	0.133	0.128	0.127	0.127	
2013	0.129	0.129	0.128	0.128	0.131	0.137	0.137	0.137	0.137	0.132	0.130	0.131	
2014	0.134	0.134	0.135	0.131	0.136	0.143							

**Clallam PUD's Residential Rate  
is well below the national average  
at 7.9 cents/kWh**



# CleanHydro Highlights Hydropower and River Values

This past Spring and early Summer residents of Washington and Oregon saw something on TV 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 Columbia and Snake Rivers benefit our daily lives. This story of hydropower and river commerce is running on television and in print advertising, and you have seen much information about it on our Facebook page,

[www.facebook.com/ClallamPUD](http://www.facebook.com/ClallamPUD).

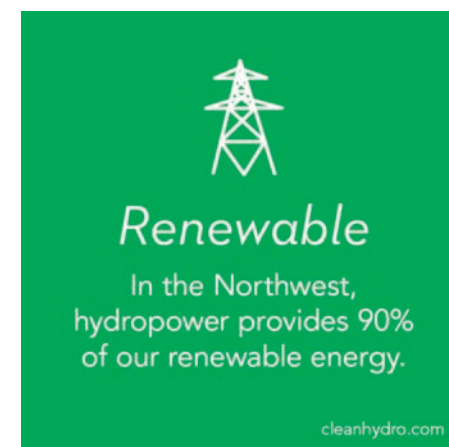
In recent years, hydropower has faded into the background of the public's awareness. The kind of understanding and appreciation for the tremendous economic and environmental values of this resource simply isn't what it once was.

The reasons for this are twofold. First, the demographics of the Northwest have changed. Many

people have moved into the Northwest from other places where they didn't grow up with dams and hydropower. And younger generations aren't being educated about hydropower as they used to.

Second, the energy industry has changed dramatically in recent years. We've seen huge growth in other renewable sources of energy, particularly wind, and especially in Washington with the adoption of renewable energy standards through the Washington Energy Independence Act (formerly known as I-937) that does not include hydro. This has played prominently in the media; hydropower has been overlooked. This has given rise to a perception that these newer technologies are the only renewables out there.

That's why we need to continue to actively tell the incredible story of our dams, hydropower and Columbia and Snake Rivers through CleanHydro. Last year, the campaign increased support for hydro across the board by demonstrating its value to the Northwest's environment and economy. In polling done following the campaign, 77 percent of Northwest residents identified hydropower as a clean, renewable source of energy, up from 72 percent. Public support for Congress and state legislators to identify

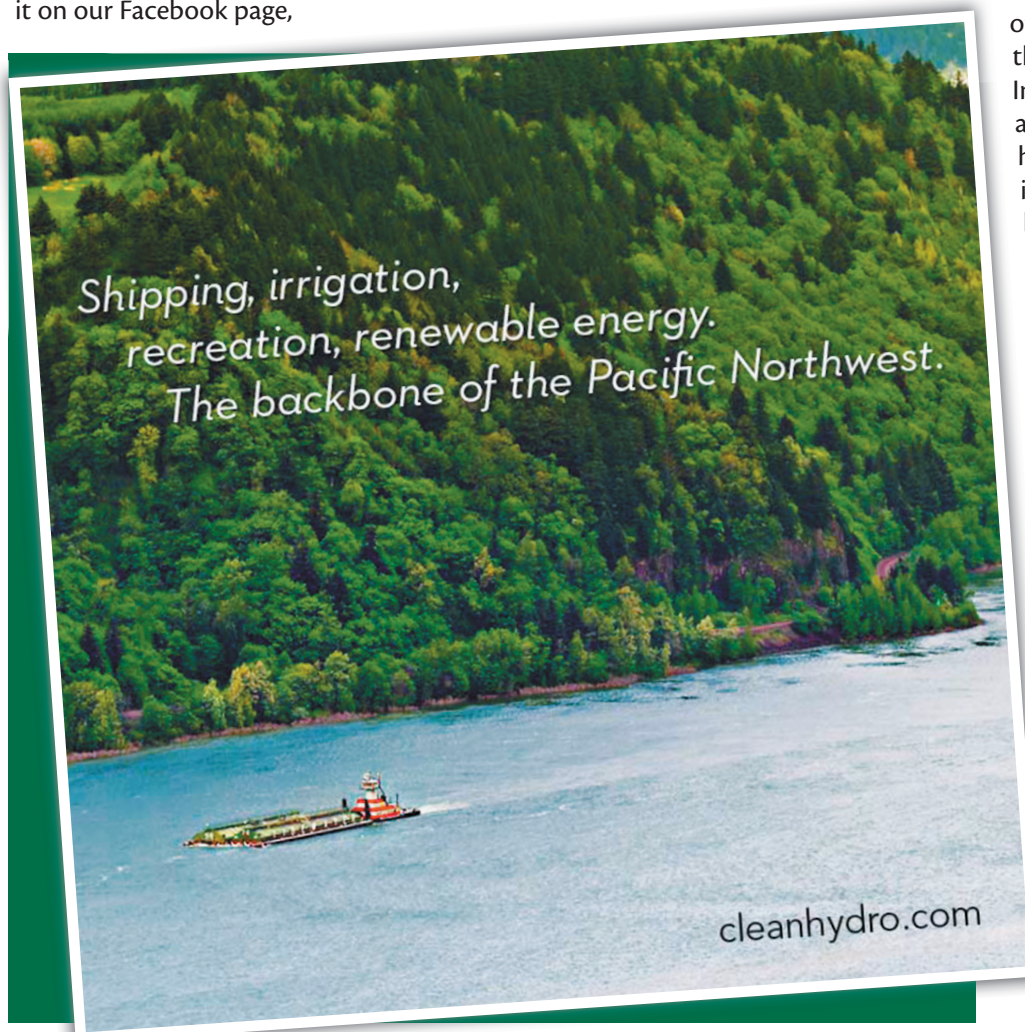


hydro as a renewable resource in law increased by six percent. And the campaign showed residents want to see more hydro in their future.

But our work is not done, which is why it is so important to Clallam PUD to be a part of this public education effort again this year. It will take a sustained effort to regain lost ground and to keep the value of hydro firmly planted in the public's mind and in conversations and debates about our energy future.

For example, did you know that hydropower accounts for 90 percent of the Northwest's **renewable** energy?

Hydropower is clean; it doesn't burn any fossil fuels and keeps our carbon footprint about half that of other parts of the country.





The CleanHydro effort brought this message directly to millions of households through television, with ads running in almost all of western Washington and Oregon, as well as a significant portion of eastern parts of both states.

Rounding out the hydropower narrative in the messaging are the many other benefits that hydropower and the Columbia and Snake River commerce system brings to the Northwest, namely transporting billions of dollars of agricultural and other products out to the world and employing thousands.

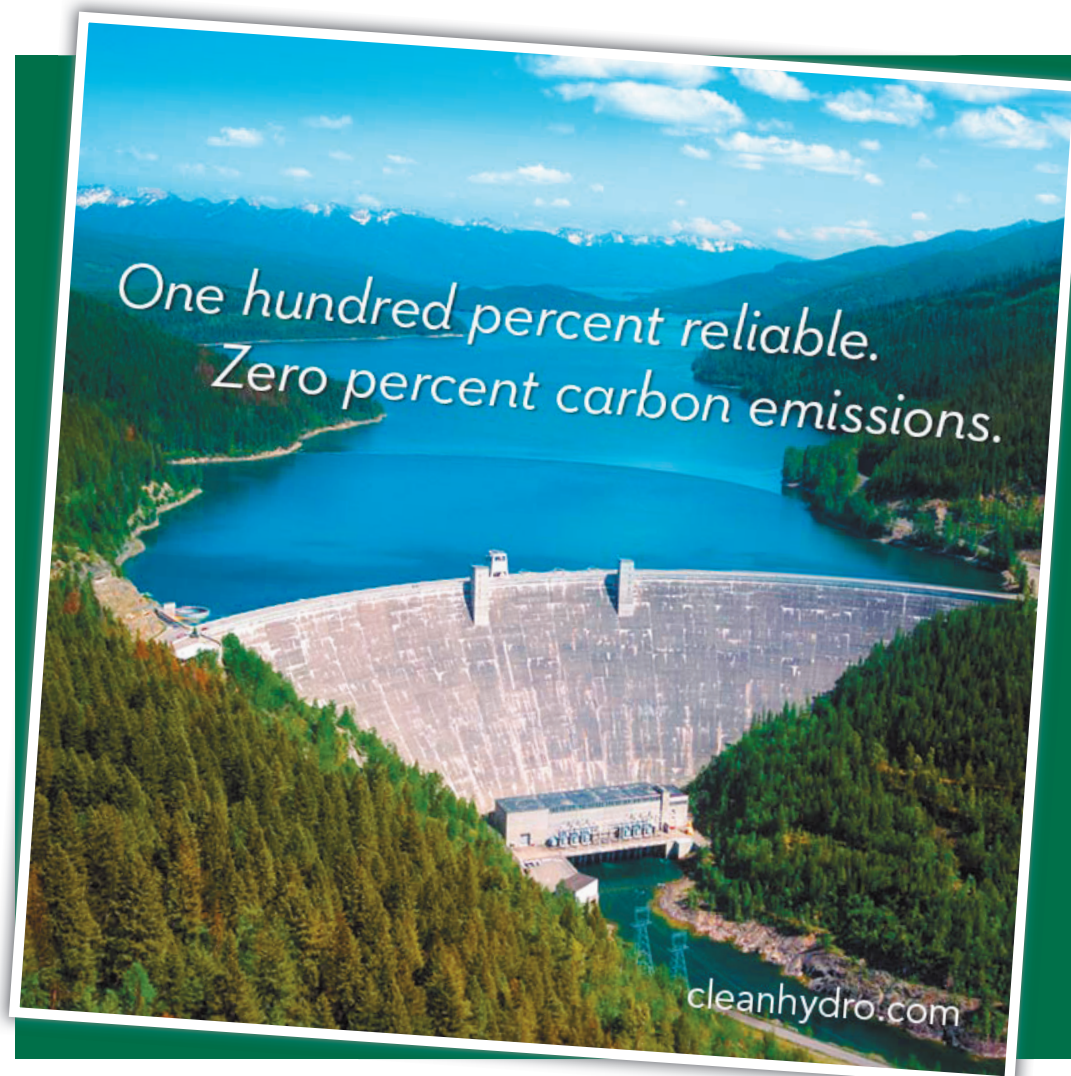
CleanHydro is about re-joining the conversation and bringing hydropower back into the mainstream dialogue. It's about reminding people of the tremendous energy, economic and environmental benefits these resources bring to their everyday lives. Telling that comprehensive story will help people

appreciate them and understand why they make the Northwest the envy of the rest of the country.

We hope you'll take a moment to visit [CleanHydro.com](http://CleanHydro.com), which features the messaging as well as additional factual information about the Northwest's hydropower and river system.

This public education effort, called CleanHydro, was coordinated by Northwest RiverPartners, an alliance of utilities, ports and farming organizations that advocates for a balanced approach to managing the federal hydropower system on the Columbia and Snake Rivers. We at Clallam PUD are members of Northwest RiverPartners, and are proud to be supporting this effort, now in its second year.

We have a great story to tell. Clallam PUD is proud that we're part of it and hope you'll join this conversation.



Our clean energy future is in the spotlight right now with renewable resources, greenhouse gas reduction, and energy efficiency all part of the discussion on the state and federal level. This is a pivotal time and the decisions made today will have cost and service implications for you, the ratepayer in the future.

As a not-for-profit, community-owned utility we want to discuss with our customer-owners how existing policies impact ratepayers and work with our community to move forward in a way that makes both economic and environmental sense.

PUDs across the state, including Clallam PUD, have a lot to contribute to the clean energy discussion because we already offer some of the cleanest energy in the country and some of the lowest rates. We are confident, working with you, our customer, we can shape an energy future that will maximize our existing clean energy resources, maintain our PUD's low carbon footprint, support local clean energy jobs, provide direct benefits to ratepayers for clean energy investments and keep rates affordable.

Our clean energy future will be a focus for us in the coming months as we share information with our customers about how existing clean energy policies are impacting and will impact services and rates and to discuss a possible policy direction to achieve the following:

- Provide greater opportunities to help customers conserve energy.
- Minimize clean energy cost impacts to ratepayers.
- Provide opportunity for development of energy storage.

***Clallam PUD looks forward to receiving feedback from our customers – stay tuned.***



# Simple Steps, Smart Savings



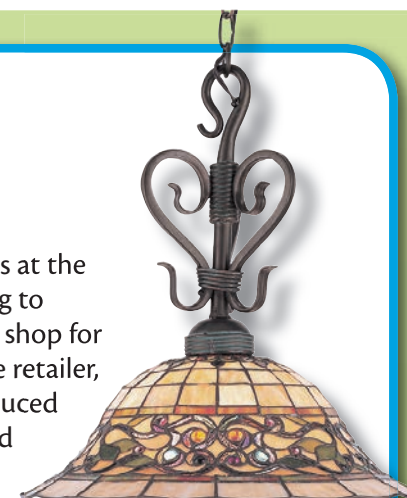
**By Mattias Jarvegren**  
**Utility Services Advisor II**

When you read this article Summer is nearing an end. But while we are all still out enjoying things, we here at the PUD know that what I call the lighting months are just around the corner. September through March is the time of the year that we buy the most new lighting equipment. So in preparation for that, I thought I'd once again talk about lighting.

In order to make it easier for you to purchase low cost energy efficient light sources, we've partnered with other regional utilities and together we've partnered with many different retailers to create a simple program for all of our customers to use that we call **Simple Steps, Smart Savings**. The program provides you with discounted energy-saving products, including Compact Fluorescent Lamps (CFLs), Light-Emitting Diodes (LEDs), and ENERGY STAR® CFL and LED light fixtures, as well as low flow showerheads. Ensuring retailers are well-equipped to help you make smart home-energy decisions, **Simple Steps, Smart Savings** provides participating stores with educational materials, such as lighting charts that explain efficient bulb options and helpful steps to choose the right bulbs for fixtures and lamps around your house. Start saving now by making simple energy upgrades in your home.



And for both you, as a consumer, and us at the PUD, the program is easy. Instead of having to complete a rebate coupon every time you shop for lighting we apply the rebate directly to the retailer, so that they can offer the product at a reduced price in the store. In fact, if you're surprised how cheap your lamps are, it's because we've already applied a rebate for you.



Not all local stores participate in the program, but there's enough participation to ensure that you have many options when looking for these discounted lights. You can find discounted lighting products and showerheads at the following locations:

- Costco
- Habitat for Humanity in Port Angeles
- Home Depot
- Safeway
- Thurman's
- Walgreens
- Walmart
- Dollar Tree

Simply go to one of the participating stores. Look for the **Simple Steps, Smart Savings** sign. And you're quickly on your way to take the simple step towards smart savings.

The conservation staff at Clallam County PUD is always looking for ways to make more programs available, as well as finding the most efficient methods to get those programs out to the most people. More importantly, we want all of Clallam County PUD's customers, residential, commercial and industrial alike; to know that we are here to help you with conservation planning and questions.

Please go to our website, [www.ClallamPUD.net](http://www.ClallamPUD.net) or call us — (360) 565-3249 or (800) 542-7859 x249.



2431 E. Highway 101 • PO Box 1090 • Port Angeles, WA 98362  
**360-452-9771 • [www.clallampud.net](http://www.clallampud.net)**

## CAUTION: BE AWARE OF SCAMS

Clallam PUD is warning customers of possible telephone scams where the caller poses as a PUD employee and attempts to collect money through various means. This has happened sporadically throughout the year.

At times, the caller attempts to demonstrate legitimacy by knowing the customers address, which can be found through a variety of public directories. The caller(s) did not have personal PUD account information however.

While the PUD does disconnect power for nonpayment, it does have a process it follows. At approximately 33 days after the customer's bill date, if the customer has not paid they receive a past due notice in the mail. This is a 10 day notice. If they do not pay within those 10 days the customer's name then goes into the PUD's phone notification system. Phone

calls from the PUD occur on Friday, but if the automated call does not go thru on Friday the PUD then makes manual calls the next Monday. Lastly, if after the manual call on Monday the PUD is still not able to reach someone, a door hanger is delivered on Tuesday.

This means that PUD customers would not receive a phone call unless their bill was approximately 45 days delinquent from the bill date. Because of the Fair and Accurate Credit Transaction Act (FACTA), the PUD does not provide any information to customers about their account unless the customer provides verification that they are the account holder. Additionally, the PUD only makes manual calls during regular operating hours, Monday – Friday. Disconnects for non-payment also occur during normal working hours, Monday-Friday, providing one more opportunity for customers to make arrangements.

**The PUD encourages customers to be cautious when providing personal information, and when in doubt, call the PUD at 360-452-9771 to verify the legitimacy of the inquiry.**



## Facility Update









The PUD facilities plan is on schedule and customers may have already seen activity, and will soon see more activity, at the Carlsborg "old Costco" site where the PUD is constructing a new Administration Headquarters. September 2014 is the scheduled month where we break ground on the new facility.

We look forward to sharing the progress with our customers, who ultimately benefit from the "one stop shopping" and increased efficiencies that the modern professional facility will create.

## Water Conservation tips

*When you give your pet fresh water, don't throw the old water down the drain. Use it to water your trees or shrubs.*



-  **Be a leak detective! Check all hoses, connectors, and faucets regularly for leaks.**
-  **Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and you can save 140 gallons a week.**
-  **At home or while staying in a hotel, reuse your towels.**
-  **Plug the sink instead of running the water to rinse your razor and save up to 300 gallons a month.**
-  **Shorten your shower by a minute or two and you'll save up to 150 gallons per month.**
-  **If you accidentally drop ice cubes, don't throw them in the sink. Drop them in a house plant instead.**

For more water conservation tips, visit [www.wateruseitwisely.com](http://www.wateruseitwisely.com)

Take the "Water Use It Wisely" Howe Water Audit: <http://wateruseitwisely.com/100-ways-to-conserve/home-water-audit/>



## Safety is a Priority — always Call Before You Dig.



**Know what's below.  
Call before you dig.**





## 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: Olympic Community Action Programs, Sequim Community Aid, and Sequim St. Vincent de Paul. 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](http://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 go to Olympic Community Action Programs

\$ \_\_\_\_\_ to Sequim Community Aid

\$ \_\_\_\_\_ to Sequim St. Vincent de Paul

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## 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!

## PUD Offers Convenient Payment Options

- **Cash.** If you like to do business in cash, you can make your payment at any area PUD office.
- **Check or Money Order.** Pay by mail using the return envelope provided with your electric bill to enclose your check or money order, or use the handy drive-up drop box provided at any PUD office.
- **Credit & Debit Cards.** We also take payments by VISA, MasterCard or Discover either in person or by phone. You can also arrange for automatic payments by credit and debit cards.

- **Automatic Payment by Electronic Funds Transfer (EFT).** Authorize your bank to automatically release funds from your checking or savings account to pay your PUD bill.

Visit [www.clallampud.net](http://www.clallampud.net) to learn more.



## It Pays to Go Paperless!

Did you know the PUD offers the option of paperless billing? That's right, instead of receiving your PUD bill in the mail each month you can receive it electronically. It's the same bill with the same information, but it saves time, money, and helps the environment.

Just imagine how much paper is used each month to mail 30,000 PUD customers their bill. Imagine the postage required to mail those bills. Imagine the postage required to mail those bills with payment back to the PUD. Now, imagine receiving 30,000 bills back each month and the cost of processing those. Then of course, there is the cost to the customer of writing a check and paying for return postage.

What do the costs look like? Excluding processing and some labor, the cost to the PUD for paper billing is over \$150,000 per year. The cost to customers, at 44 cents per bill for return postage is over \$150,000 per year as well.



As the PUD faces the ever increasing rate pressures, programs like paperless billing and online bill pay can do much to improve efficiencies and cut costs while at the same time providing an important benefit to the customers.

With the PUD's convenient paperless billing option, along with its easy to use online bill pay option, not only will you (the customer) and the PUD save time and money, but it is beneficial to the environment as well.

Visit [www.clallampud.net](http://www.clallampud.net) or contact your local office today to learn more and to take advantage of these important programs.

## 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](http://www.clallampud.net)