



HOTLINE

News From Your Public Power Utility • Final Edition 2014



*Safely Working
Up High*



Snow at the Substation



Michael's Ready To Go

PROUD SPONSOR OF THESE 2015 COMMUNITY EVENTS

Community
Events



**33rd Annual
KONG Home Show**

March 14-15 (Sat-Sun)

www.thekonphomeshow.com



*Happy Holidays
from your PUD!
(and Go Hawks!!!)*

*PUD's December Facebook Cover –
Holiday Hawks*



The Water Crew



*PUD held a food drive
in October.*

INSIDE:

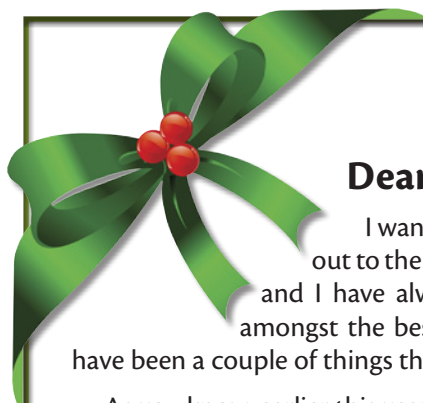
GENERAL MANAGER MESSAGE	PAGE 2
NEWS	PAGE 3
CUSTOMER SATISFACTION	PAGE 4
OUTAGES	PAGE 5
ENERGY EFFICIENCY	PAGE 6
DISASTER PLANNING	PAGE 7
YOUR UTILITY	PAGE 8

Clallam County PUD
PO Box 1090
Port Angeles, WA 98362

Postal Customer

PRSR 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.



Taking Pride

Dear Customers,


I wanted to take this opportunity to give a shout out to the employees of the PUD. The Commissioners and I have always known that the PUD employees are amongst the best in the industry, but this past year there have been a couple of things that have just reaffirmed that belief.

As you know, earlier this year the PUD earned the Reliable Public Power Provider (RP3) certification from the American Public Power Association (APPA) for providing customers with the highest degree of reliable and safe electric service. There are many factors that go into earning this certification, all of which come back to the commitment of the employees in serving you as best they can.


Then, this past November we received the results of our Customer Satisfaction Survey. The one thing that really stood out for me is how you, the customer, feel about our employees. Regardless of the reason for the interaction, our employees consistently rated well above the industry benchmarks. I am so very pleased you too recognize the commitment of our employees to serving you in the most professional, efficient, and kindly manner possible.

Knowing the employees as I do though, we won't rest on our laurels. It's been a great year and we will continue to work to improve so we can serve you even more effectively in the future.

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



Doug Nass, General Manager




DOUG NASS



Contact PUD

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






Fuel Mix

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, 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



PUD Endorses Change to Washington Energy Independence Act (formerly known as I-937)

Over the past couple of years PUD staff has informed customers about the potential impacts of the Washington Energy Independence Act (EIA) and heard the concerns expressed by customers. Working with other PUDs and the Washington Public Utility District Association (WPUDA), Clallam PUD Commissioners passed a resolution that endorsed a minor change to the EIA while leaving the intent of the EIA in tact.

Specifically, Clallam PUD Commissioners resolved that, "the District hereby supports amending

the Energy Independence Act to include an additional compliance pathway such that: if a utility's biennial resource planning and conservation target setting processes demonstrate that existing generation resource commitments are sufficient to meet load, after the conservation target is met, then the utility investing 1% of its retail revenue in renewables, RECs, additional "above the line" conservation, distributed generation and/or energy storage will be considered to be in compliance."

Stay tuned....



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.



www.clallampud.net



PUD Bond Rating Affirmed

Moody's Investors Service issued a bond rating of Aa3 for Clallam PUD's outstanding revenue bonds, reaffirming a stable outlook.

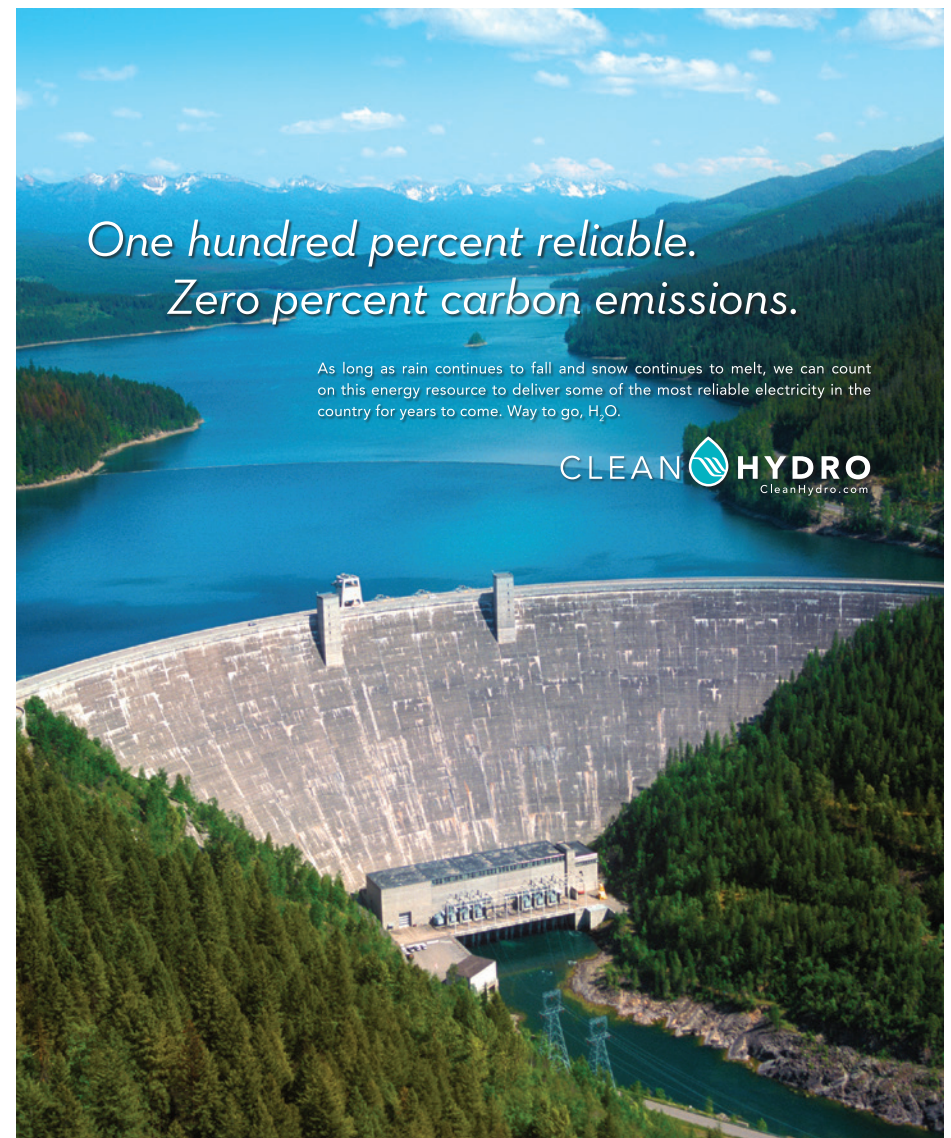
Moody's reported, "The Aa3 rating primarily reflects the district's stable and rural service area, solid debt service coverage with low debt load, and satisfactory legal provisions. Management also consistently adheres to sound financial goals."

David Papandrew, the PUD's Treasurer/Controller said, "We are pleased that Moody's confirmed our current ratings. We work hard as a District to remain financially sound,

and good bond ratings are especially important as we look to improve facilities, reliability, and service in the future."

The bond rating agency provides independent credit ratings, indices, risk evaluation, and company valuations.

In affirming the PUD's bond rating, Moody's acknowledged the District's successful management, a positive financial position, good risk management, and a Board of Commissioners that is willing to implement rate adjustments as necessary to protect the District.



*One hundred percent reliable.
Zero percent carbon emissions.*

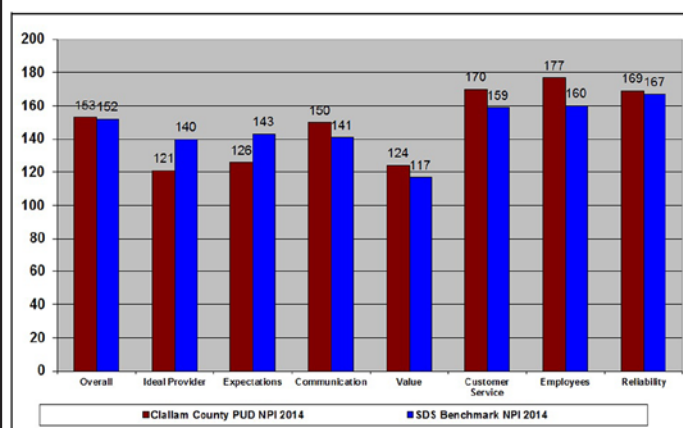
As long as rain continues to fall and snow continues to melt, we can count on this energy resource to deliver some of the most reliable electricity in the country for years to come. Way to go, H₂O.

CLEAN  HYDRO
CleanHydro.com

Customer Satisfaction Survey

The PUD is pleased to see the results of a recent (November 2014) customer satisfaction survey. As a public utility, it's always nice to receive reaffirmation of what is believed to be happening and to also receive input on areas where we can improve even more. Overall though, compared to industry benchmarks Clallam County PUD fared quite well.

Clallam County PUD vs. Industry Benchmark



Industry benchmark results are based on responses from approximately 50 utility customer satisfaction surveys performed by SDS Research. Because response scales on individual surveys may vary, the NPI is most appropriate for comparison purposes.

The PUD contracted with SDS Research out of Salt Lake City, Utah, to conduct a scientifically accurate customer satisfaction survey. SDS works with public utilities across the country and is able to "benchmark" certain questions.

Some of the key results from the survey are:

- ★ **Overall Satisfaction** – Clallam PUD rates 1 point above the industry benchmark, with almost two-thirds of respondents choosing the highest rating.
- ★ **PUD Employees** received the highest rating of all questions asked in the survey, and rated 17 points above the industry benchmark. Customer Service Representatives specifically rated 15 points higher than industry benchmarks for courtesy, responsiveness, professionalism, problem solving, and efficiency.
- ★ **Customer Service** – the PUD rated 11 points above the industry benchmark, with three-fourths of respondents choosing the highest rating.
- ★ **Reliability** is considered to be very high, exceeding the industry benchmark by 2 points.
- ★ While still positive, the PUD did rate below industry benchmarks in two categories, "**Ideal Provider**" and "**Expectations**." Interestingly, one of the reasons given for the lower ratings in this category is related to rates. Comparatively though, the PUD's utility rates are

competitive in Washington and on the lower end of rates for the nation.

Other information gained from the survey includes customer awareness of the PUD's billing options, energy efficiency options, and other related programs. While customers were aware of many of the programs and opportunities, there are some programs that need a little more attention.

Energy & Bill Management Programs (Q28-Q39)

Have you heard of the following Clallam PUD energy and bill management programs?	% Yes
Online Bill Pay (37)	86%
Pay By Credit Card (38)	83%
Energy efficient lighting (32)	83%
Paperless Billing (39)	81%
Appliance rebates (31)	60%
The average pay program (35)	55%
Energy efficient water heater rebates (33)	46%
Insulation (29)	42%
The senior/disabled discount program (34)	37%
Heat pump programs (30)	35%
Heat duct sealing (28)	32%
The Neighborly Assistance program (36)	25%

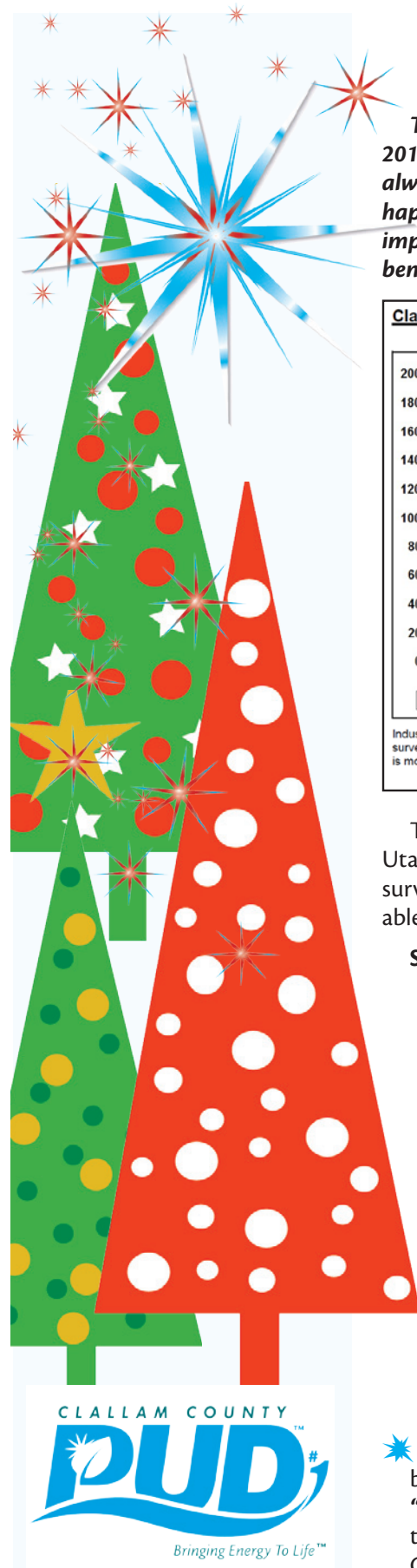
All numbers in tables are percentages rounded to the nearest whole number.

The PUD is very thankful for the opportunity to serve the people of Clallam County. As a public power utility, the employees take great pride in the work they do, after all, they live here too, face the same issues as everyone else, and are directly impacted by the decisions of the PUD just as any other customer is. Thank you for your confidence in the PUD and its employees!



**Coming
in early
2015!**

**A New and Improved
PUD Web Site**



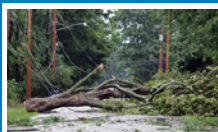
UNFORSEEN POWER OUTAGES

BE PREPARED!

STORM PREPAREDNESS GUIDE

The PUD's outage management system identifies outage sites by the phone number used to report them. If your contact information has changed, and you have not notified us of that change, please do so now. Help us help you! Call 360-452-9771 or 800-452-7859.

WHAT CAUSES POWER OUTAGES?



Trees



Digging



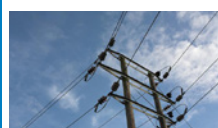
Storms



Animals & Birds



Car Accidents



Equipment Failure

For more information on how to prepare for unforeseen power outages visit the PUD web site today!

What you need to do if the power goes out.



Check your fuse or breaker box for blown fuses or tripped breakers. If they're OK, see if your neighbors have power.

Call us immediately. You will be asked for details on the outage.

Turn off all electrical appliances to help prevent damage to your electrical items when power is restored.

Listen to the radio for updates on major storms. If you have internet access, check the PUD website for outage information.

If your lights are too dim or too bright once power is restored, turn off the power at the breaker or fuse box and call the PUD.



Never use candles! Have several flashlights with extra batteries and/or non-electric lamps on-hand and ready for use.

Have an emergency plan for relocating those most susceptible to the cold to a warm and safe place. The PUD does not guarantee uninterrupted service to homes where a serious medical condition exists.



Have an emergency plan for checking on those who may need help during storms and outages – and a back-up plan if phones are out.

Automatic garage door openers won't work if the power is out. Check to see if you have a manual override; know how to use it.

Keep freezers closed during an outage. Full freezers can keep food frozen for about two days – one day if less than full.

Make a habit of backing up computer files to prevent loss of data.

(More valuable outage preparation information, is available online at www.clallampud.net).

Downed Power Line Safety



▶▶ Call the PUD immediately if you see any downed power lines.

▶▶ Stay back 100' or more from downed power lines AND anything they touch. Keep kids and pets away.

▶▶ If a power line falls on your vehicle, don't get out! Wait for help.

▶▶ If a power line is touching someone, stay away. Call 911 for help!

Information for People with Disabilities

▶▶ Please consider purchasing a back-up generator for use during extended outages for those dependent upon

home medical life support.

▶▶ Keep a spare, charged battery for motorized scooters or wheelchairs.

▶▶ Keep at least a 5 day supply of essential medications on hand!

Generator Safety

▶▶ Only operate your generator **OUTSIDE** in a dry, well-ventilated area!

▶▶ **DO NOT** attach a generator to your fuse or breaker panel. Consult your local PUD office for assistance.

▶▶ **ALWAYS** follow your generator's operating manual carefully!



WINTER STORM READINESS KIT:



Flashlight



Battery Operated Radio



Extra Batteries



Bottled Water



Wind Up or Battery Operated Clock



Telephone with Cord



Manual Can Opener

AND... DON'T FORGET

- Non-Perishable Food
- First Aid Kit
- Warm Clothing
- Sleeping Bags
- Medications
- Important phone numbers
- Pet Food

'Tis The Season ... To Make Energy Wise Shopping Choices



By Mattias Jarvegren
Utility Services Advisor II

It's that time of year again, and why not update your holiday traditions with new technology? Every season we pull out holiday decorations, and if you're like a lot of people, this is a tradition you embrace the day after Thanksgiving. Putting up a tree, adding garland to your mantle and hanging string lights on your trees, inside and out. But have you ever taken the time to consider what that

is really costing you?

In general, while light-emitting diode (LED) lights cost more to purchase, LED lights use much less energy to produce the same amount of light and they last significantly longer than incandescent lights. Most holiday lights are still powered by incandescent light sources. That's changing, thanks to the wider availability of LED holiday lights. In addition to a longer life, LED holiday lights can make an instant impact for everyone by decreasing utility bills and providing a safer light source.

The U.S. Department of Energy estimates an annual savings of \$24 when using LED lights on a 6-foot tree for 12 hours per day for 40 days vs. using traditional incandescent lights for the same time period. They further estimate that if every household switched to using LED holiday lights, the country would save approximately \$410 million in electricity costs. If both residential households and the commercial sector switched to LED holiday lights today, the savings would be equivalent to the output of almost one large (1000 MW) electric power plant or the annual electricity consumption of almost 500,000 households.

The ideal time to purchase new holiday lights, though, is immediately after the holiday season, when sales are in full force. So if you want to conserve energy with your old lights this season, try using fewer lights or use the lights for less time. Timers can help manage the amount of time that you use lights and are particularly convenient for turning outdoor lights on and off.

To conclude I'll leave you with some basic safety tips that you should consider no matter what type of holiday lights you end up using:

- When using strings of lights that plug into each other, never use more than three piggyback plugs.
- Do not use "indoor" lights for outdoor lighting displays. "Indoor" holiday lights are not designed to withstand extreme hot and cold temperatures. Use lights that are rated for outdoor displays.
- Power strips and extension cords are also labeled for indoor and outdoor use and should be used accordingly.
- Outdoor lights should always be plugged into a ground-fault circuit interrupter (GFCI or GFI) outlet or breaker. Or you can use a GFCI extension cord in a regular outlet.
- Take care to keep extension cords and power strips out of water and snow.

The Utility Services Department 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. As always, 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 or call us — (360) 565-3249 or (800) 542-7859 x249.



Bringing Energy To Life™

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

360-452-9771 • www.clallampud.net



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.

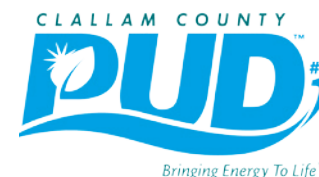
The Clallam County Emergency Management Department has valuable information available on their web site at www.clallam.net/EmergencyManagement.

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.



Bringing Energy To Life™

As Winter Approaches So Does A Greater Potential for Outages

Even though the PUD has done much over recent years to improve reliability, there are still occasions where power outages happen. And, we need your help to better serve you during outages:

The PUD has implemented an automated Outage Management System designed to handle a large volume of incoming calls. If you call the PUD during an outage, the system will recognize the phone number you are calling from and locate your service address.

However, you will have the option to speak to a PUD customer service representative if you prefer.

To help facilitate the use of the system the PUD requires correct phone information for all customers. You can update your information at <http://www.clallampud.net>

The form there simply updates your information for our automated system. Or, if you prefer, you may



call (360) 452-9771 or 1 (800) 542-7859 and provide us with your home and cellular phone number(s).

Thank you for helping us provide faster service when outages occur!



Follow @ClallamPUD for information during major outages.



Bringing Energy To Life™

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: _____

KILL-A-WATT ENERGY DETECTOR TOOLKIT



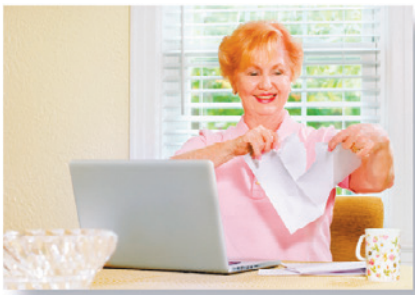
Clallam County PUD and the North Olympic Library System (NOLS) have partnered to offer residents a way to measure energy use in their homes. Residents are now able to check out a Kill-a-Watt™ Energy Detector Toolkit at any NOLS library for up to a week at a time.

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!



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 or contact your local office today to learn more and to take advantage of these important programs.



**Be sure to LIKE
the PUD on Facebook at
[www.facebook.com/
ClallamPUD](http://www.facebook.com/ClallamPUD)**

