



Joyce Parade



Clallam County Fair



New Breakers



Neah Bay Substation



Forks Commission Meeting



Congressman Kilmer



Commission meeting

INSIDE:

GENERAL MANAGER'S MESSAGE	PAGE 2
PREPARING FOR EMERGENCIES	PAGE 3
CELEBRATE PUBLIC POWER	PAGE 4-5
A SPECIAL OFFER	PAGE 6
WATER SUCCESS	PAGE 7
NEIGHBORS HELPING NEIGHBORS	PAGE 8

Clallam County PUD
PO Box 1090
Port Angeles, WA 98362

Postal Customer

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

A Busy Time

Dear Customers,



DOUG NASS

This has been an interesting year for Clallam County PUD. It's been filled with challenges, successes, and optimism for the future.

One of the big challenges we faced this past summer was dealing with the drought. One area in particular, the Upper Fairview, was placed on stringent restrictions. But, being a local utility with the ability to react and make decisions quickly, we were able to work with the state and find a solution that reduced the restrictions somewhat. The Water Department's innovative approach, and the speed at which they acted, is worth giving kudos.

The Fall is also a time where we discuss next year's budget. The Bonneville Power Administration, our wholesale electric provider, will be raising rates again. Rate pressures from BPA, the Energy Independence Act (formerly I-937), and other areas is something we have been talking to you about for several years. It's also the reason why we have a proactive strategic plan with one of our objectives to maintain stable rates. That will continue to be our goal as we look at 2016.

And, in the November - December time frame you will see our new Main Office in Carlsborg open. This will improve efficiencies for the PUD and customers alike. We are committed to serving Clallam County for years to come.

Thank you for your continued support of your locally controlled 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:	88.03%
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 Port Angeles office, 2431 East Highway 101. 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

BE PREPARED!

FOR UNFORSEEN POWER OUTAGES

Visit www.clallampud.net/emergency-planning for more info.

What Causes Power Outages?

Trees • Digging
Storms • Animals/Birds
Car Accidents
Equipment Failure

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.

Items you want to have on hand in case of emergency:

Flashlight

Battery-Operated Radio

Extra Batteries

Bottled Water

Wind-up or Battery-Operated Clock

Telephone with Cord

Manual Can Opener

DON'T FORGET!

Non-Perishable Food

First Aid Kit

Warm Clothing

Sleeping bags

Medications

Important Phone #'s

Pet Food



WHAT TO DO IF YOUR 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. **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! Please call 360-452-9771 or 800-542-7859.**

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

Listen to the radio (battery-powered with extra batteries on hand) for updates on major storms. If you have internet access, check our website for outage information at www.clallampud.net

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 at 360-452-9771 or 800-542-7859.

PLAN AHEAD:

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.



Cordless phones don't work during an outage. Have a standard (corded) telephone and/or fully-charged cell phone with extra batteries as back-ups. Note: Cell phone towers can be impacted during outages.

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.

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

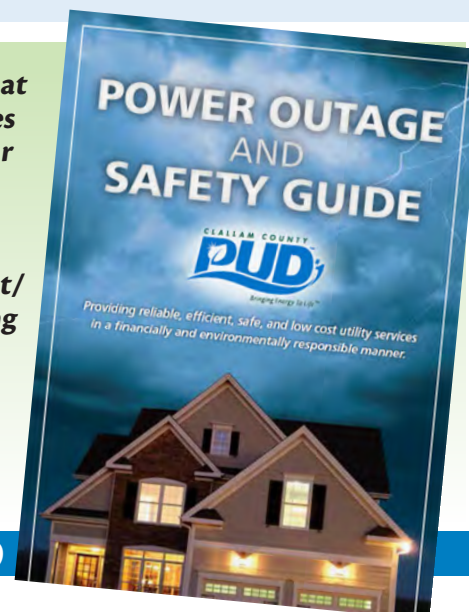
▶▶ Only operate your generator **OUTSIDE** in a dry, well-ventilated area!

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

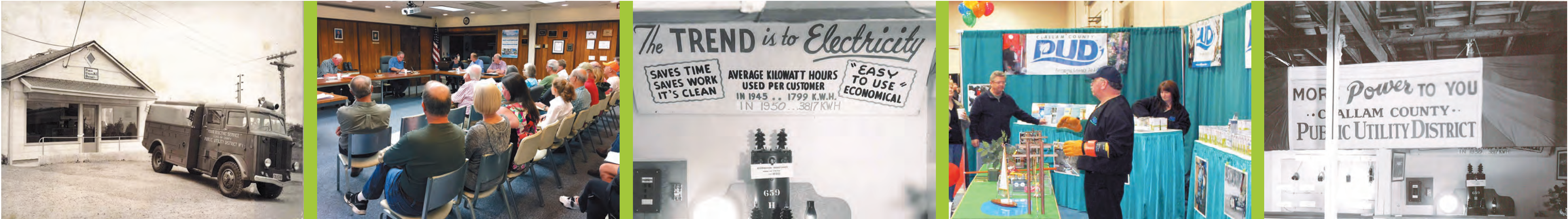
▶▶ **ALWAYS** follow your generator's operating manual carefully!

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

Visit www.clallampud.net/emergency-planning



REPORT OUTAGES TO: 360-452-9771 or 800-542-7859



The majority of Clallam County, with the exception of residents and businesses in the limits of the City of Port Angeles, receives electricity from Clallam County PUD #1 (PUD), one of more than 2,000 public power utilities that provide electricity to more than 48 million people across the country.

There are many reasons why the PUD continues to own and operate its own electric utility. Clallam County PUD has operated alongside our customers in Clallam County for 75 years now. In the last HotLine edition we shared the 75 year history of the PUD, including how we have grown, continue to grow, and yet still maintain the close personal ties that a public power utility should have.

Clallam County PUD not only works for Clallam County and the communities within, it is those communities. Public power utilities are citizen-owned, which means the people of Clallam County are included in the decision-making process.

Knowing our community and its needs helps us keep homes, businesses, and public places powered year-round. Local ownership allows us to:

- Have an elected board easily accessible (they are your neighbors).
- Be involved in the community (the employees are your neighbors, friends, families, and are customers too).

Electric Industry Ownership and Consumers	
Number and type of provider	% of customers served
2,009 public power systems	14.4%
192 investor-owned electric utilities	68.5%
871 rural electric cooperatives	13%
211 power marketers	4%

PUBLIC POWER: THE COMMUNITY-OWNED ADVANTAGE



- Respond quickly to outages, maintain consistent rates, improve infrastructure to meet current and future growth, respond quickly to customer issues, work with customers on energy conservation and efficiency, and so much more.

Another benefit you receive from Clallam PUD's not-for-profit business model is that our electricity rates are amongst the lowest in the region and country, and with your locally elected Board's Strategic Plan and accountability, rates will continue to be stable.

The PUD's strong commitment to our community can also be seen in places you may not expect. In the past year, we: conducted food drives, collected toys for needy children, raised funds for United Way, and many employees are individually involved with youth activities, service clubs, or other civic minded organizations.

As a not-for-profit public power utility, our loyalty is to our customers – not stockholders. We take pride in our governance structure, with an elected policy board comprising local members that has open meetings every Monday at 1:30pm at the PUD Main Office (and occasionally in the communities we serve). The key point is the Board is accessible locally unlike some large private utilities where board members may meet in a faraway city and are not accessible.

Clallam County PUD will continue to provide cost-effective, reliable electricity, and we will always be locally controlled and easily accessible to those we serve.

We thank you for your support of public power — an American tradition that works.



Get (a) Smart Power Strip -- for Free!



What's So "Smart" About Smart Power Strips?

Unlike standard power strips requiring manual shut-off to reduce electricity waste, smart (or "advanced") power strips employ motion sensors, internal timers, and/or remote control sensors to automatically cut power to devices not in active use.

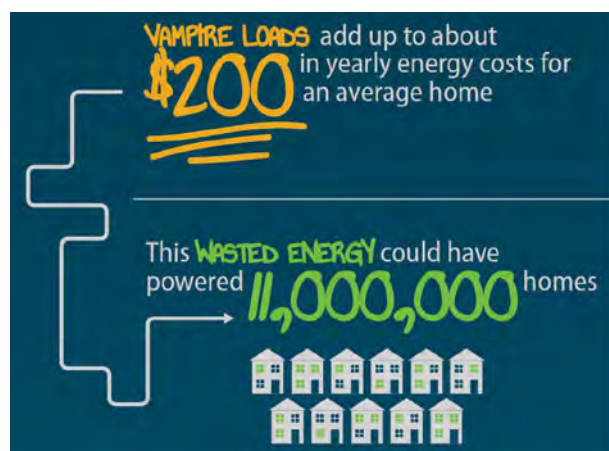
Why Do I Need a Smart Power Strip for My Home Entertainment Center?

Today's electrical devices often contain electronics requiring constant energy input -- even when switched off. Tell-tale signs for this non-stop energy use, also known as "vampire" or "phantom" loads, are glowing and/or flashing LED lights and displays. While the vampire load of your television is minimal, the collective load of your T.V., DVD player, set-top cable/satellite box, DVR, speakers, gaming console, etc., can really add up. In fact, vampire loads



Have You Claimed Your Free Smart Power Strip Yet?

Beginning in late September, your PUD mailed out postcards to residential electricity customers, outlining how, for a limited time, you can receive a free Tricklestar smart power strip with surge protection for use with your Home Entertainment Center. Customers have (30) days to respond to this postcard offer.



account for 10% or more of energy use in the average American home. Home entertainment centers with their collection of vampire loads are *ideal* locations for smart power strips, which can reduce energy waste automatically.

What Are the Benefits of a Tricklestar Smart Power Strip?

- ◆ Automatically reduces stand-by and active power waste
- ◆ Provides premium quality surge protection and 10 year warranty
- ◆ Contributes to lower energy bills for you and your PUD
- ◆ Helps your PUD achieve



legislatively mandated conservation targets

How Does the Tricklestar Smart Power Strip Work?

Once the Tricklestar unit with multi-sensor is installed as directed, its multi-sensor will sense activity in front of your home entertainment center, as well as usage of its remote control(s).

If the multi-sensor detects no remote control use for an hour, it will track room activity and remote control use for the next 75 minutes. If no movement or remote control use occurs within that time, power to pre-selected home entertainment system components will be shut off automatically.

Note: though use of your home entertainment system's remote controls will influence smart power strip operations, your remotes will remain fully functional.

Features Compared	Tricklestar Smart Power Strip for Home Entertainment Centers	Standard Power Strip
Surge Protection	Yes, fireproof ceramic: 1,080 Joules \$20,000 manufacturer warranty	No
Energy Saving	Automatic	Manual
Motion Sensor	Yes, with auto shut-off feature	No
Remote Control Sensor	Yes, with auto shut-off feature	No
Free from Your PUD	Yes, for a limited time	No

Where Can I Find More Information Online?

<http://www.clallampud.net/conservation/smart-power-strip/>



Water Department Tackled the Drought

This summer's drought had a tremendous impact not only on the State, but locally in Clallam County as well. Most PUD water districts were encouraged to conserve, but the Upper Fairview District experienced a Stage 4 Water Shortage Alert that really impacted the way those customers managed their property.

The PUD was able to take proactive measures to address the water shortage issues of the upper Fairview Water District. After meeting with State officials, a plan to pump water uphill from new high producing wells and keep from taking water from Morse Creek to our treatment plant. Because of these successful measures, PUD Commissioners were able to move customers to a more manageable Stage 3 Water Shortage Alert.



able to work with the various state agencies to develop a plan to address their needs as well as the needs of our customers."

Mike Kitz, PUD Water Superintendent, says that the proactive solution to the water shortage was to utilize two of the new and very productive PUD wells and pump water up the hill into an upper reservoir which enabled us to serve the upper Fairview system. "This was a solution that the Department of Ecology, Department of Health, and Department of Fish and Wildlife agreed to if we could make it work," says Kitz. "We have a great team here at the PUD, and with the support of the Commissioners we were successful with this solution."

This was an example of how local control and good relationships with state officials resulted in a proactive solution to a real challenge.

It should also be noted that during the drought the PUD also began water conservation measures on all of its properties in March of this year. The PUD worked to conserve water by cutting back on the watering of its lawns and other greenery, and reducing vehicle washing.

Drought or not, the PUD will continue to work on ways to serve customers in a cost effective manner and water conservation is always encouraged.













Stay tuned to the PUD website, social media, and news releases for information on the upcoming grand opening of the new PUD Main Office Facility (Date and Time are still TBD at the time of this printing). Late October 2015 is the scheduled completion of the new facility, with the facility opening sometime in late November or December.

We look forward to the increased efficiencies and the "one stop shopping" that the modern facility will create.

Water Conservation Tips

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

-  Dishwashers typically use less water than washing dishes by hand. Now, Energy Star dishwashers save even more water and energy.
-  When doing laundry, match the water level to the size of the load.
-  If your shower fills a one-gallon bucket in less than 20 seconds, replace the showerhead with a WaterSense labeled model.
-  Toilet leaks can be silent! Be sure to test your toilet for leaks at least once a year. To do this, put food coloring in your toilet tank. If it seeps into the bowl without flushing, there's a leak. Fix it and start saving gallons.
-  Take 5-minute showers instead of baths. A full bathtub requires up to 70 gallons of water.
-  Run your washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
-  Let your lawn go dormant (brown) during the winter. Dormant grass only needs to be watered every three to four weeks, less if it rains.
-  Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and you can save 140 gallons a week.
-  Use a broom instead of a hose to clean patios, sidewalks and driveways, and save water every time.
-  Turn off the water while you brush your teeth and save up to 4 gallons a minutes. That's up to 200 gallons a week for a family of four.

For more water conservation tips, visit www.clallampud.net/water-saving-tips/

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



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

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

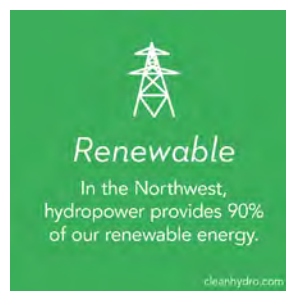
\$ _____ to Sequim St. Vincent de Paul

Signature: _____ Date: _____



PAY BY PHONE

is a new payment option designed for customers who have no access to web pay because they have no computer, are out of town, or just want to make a quick payment without turning on their computer.



The system is available from anywhere in the US by dialing 888-402-0663. It is also available as menu item 8 via the main PUD phone number. Payment can be made using the phone keypad, with a VISA, MasterCard or Dis-

cover credit or debit card.

Also, if customers want they can stop by any of the office locations to pick up a refrigerator magnet. They include the 888# and the customer's account number, which is needed to access the system.

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

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.

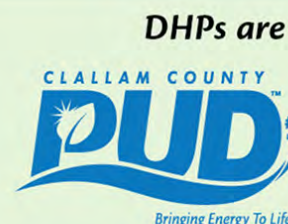
With the PUD's convenient paperless billing option, along with its easy to use online bill pay option, not only will you (the customer) and the PUD save time and money, but it is beneficial to the environment as well.

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

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/