

DO IT ALL ONLINE AND RECEIVE A \$5 BILL CREDIT!

CLALLAM COUNTY
PUD
Bringing Energy To LifeTM

- SmartHub is FREE and lets you manage all aspects of your utility account 24/7 online or with your mobile device.
- View all your accounts on one screen, so you can manage multiple properties at once and even pay all with a single payment.
- Provides current and historical billing information and payment history, along with weather data to help you better understand your usage.
- Receive email and text notifications about activity on your account.

www.clallampud.net

smart hub

*Must be enrolled in the PUD's new SmartHub account management web portal for both Auto Pay and Paperless billing for a full 12 months to receive the one-time \$5 credit.



Clallam PUD receives Reliable Public Power Provider (RP3) designation for another three years. (See page 7)



Mattias Järvegren and Kaylie Hunter assist kids with the generating bicycle at the Clallam County Fair.



Safety Manager Larry Morris gives a safety demonstration at the Children's Safety Fair.



Commissioners Will Purser and Ted Simpson get ready to hand out cake and coffee during Public Power Week.



Ben Simmons - Lineman Ben Simmons helps kids explore a PUD truck at the Children's Safety Fair



First Place 4th of July float in Forks Parade.

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Clallam County PUD
PO Box 1000
Carlsborg, WA 98324

Postal Customer

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



DOUG NASS

Planning and Preparedness

Dear Customers,

2017 is in its waning days and as such, PUD staff are busy at work putting the final touches on the 2018 Budgets and Strategic Plan. A work session of the Board of Commissioners was held to go over the Electric, Water, and Sewer budgets as well as potential rate adjustments. Following questions and feedback from that work session, staff will refine the budgets further. There will be opportunities for public comment at the regular Commissioner business meetings, with final approval scheduled for the December 11 Commission meeting.

In the meantime, we have already experienced the first gusts of storm season. If you haven't already, I encourage you to check your supplies and be prepared in case of an unplanned outage. While our crews have been working diligently to clear brush and limbs away from lines to mitigate the potential hazard, there are still branches and trees on private properties, near Bonneville power lines, and elsewhere that can cause outages.

Preparing so you can anticipate a potential event rather than having to react is the key to weathering it safely. Look for tips in this issue on how to prepare.


Thank you and be safe,

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





Fuel Mix

Your PUD's electricity comes from the following fuel mix (which is 98% clean energy!):

Coal: 1%
Hydroelectric: 87%
Natural Gas: 1%
Nuclear: 11%
Total: 100.00%

Commissioners

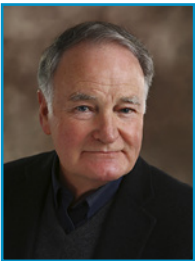
Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings most Mondays at 1:30 p.m. at our Carlsborg Main Office, 104 Hooker Road. Call (360) 565-3231 or (800) 542-7859, or visit www.clallampud.net, for more information.



Ted Simpson
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
Vice 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
Secretary, 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

Why We Buy Energy in Bulk

Clallam PUD Consumers: More Powerful Together

Our energy comes from a public power utility, run by locals to meet Clallam County PUD customer needs. Before Clallam PUD was created, folks were getting charged more for energy (if it was available at all) than people who lived in cities such as Seattle or Portland.

Neighbors pooled their resources. Working together, they built power lines, bought energy in bulk to energize the community, and forged a better future for Clallam County. This collective buying partnership remains powerful today because we — the consumers — are in control. We proved we are more powerful together.

Ways to Save

Get the most value from your public power membership with these perks:

1. Use less energy. We have tips and tools to help you save energy and Utility Services personnel to help discuss further options specific to your home.

2. Connect with experts. Thinking about replacing your windows or heat pump? Our Utility Services staff have the latest research on fresh energy technologies to help you make solid choices.

Call 360-565-3249 or visit our website or office to connect with a local energy expert.

3. Give (and get) rebates. We offer a wide variety of rebates and incentives to give you the most bang for your utility buck.

4. Helping neighbors. Participate in our Neighborly Assistance Program which helps those in the community in need of assistance with their utility bills.

5. Speak up. In order to build a better future for Clallam County, we need local voices. Our open-to-the-public commission meetings provide the opportunity to bring your message to the Commissioners. Can't make a meeting? Email us at info@clallampud.net or visit our website where you can contact the Commissioner for your PUD District.

Public power matters, because people like us power our community. We are each part of the programs Clallam PUD provides for our neighbors. We are more powerful together.

To learn more about how you and Clallam PUD are more powerful together, visit www.clallampud.net or join us at an upcoming Commisison meeting.

Download the SmartHub App:

Access SmartHub by visiting Clallam PUD's website at www.ClallamPUD.net or by downloading the app on your mobile device through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet).



Warm up to great savings with a
DUCTLESS HEAT PUMP:



Reduce home heating costs by up to 40%!

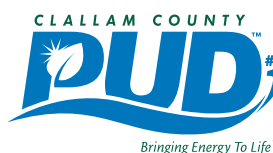
DHPs are the most affordable and effective heating systems available, so
DON'T WAIT!

Learn more about installations and qualifying rebates:



www.clallampud.net/dhp-incentive/

DO IT ALL ONLINE AND RECEIVE A \$5 BILL CREDIT!*



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www.clallampud.net



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Storm season has officially begun and probably caught a few folks by surprise as we tried to hang on to summer. It's not too late to be prepared for future events!

While our crews have an ongoing schedule of maintaining branches and brush away from PUD equipment, outages can still occur for a variety of reasons including digging, wildlife contact, car accidents, equipment failure, and the usual storms that bring down branches and trees.

The following tips also work in conjunction with your disaster plan and emergency kit.



■ Have flashlights/lanterns and batteries stocked up. We recommend ones with LED lights as they are long lasting, safe, and BRIGHT! Tip: Keep one or two flashlights close at hand where you can easily reach them in the event of an outage, but for the rest store the batteries in a plastic baggie with the flashlight or lantern to avoid battery leakage. Check your supplies annually along with your smoke detector batteries to ensure you have fresh batteries and that all flashlights/lanterns are working. Avoid using candles which can cause fires.

■ Keep cell phones and any battery-powered devices charged. Invest in battery or solar powered charging devices as a backup. Cordless phones do not work during outage so if you have a landline, consider having a standard corded phone.

■ Keep a battery-powered or hand-crank radio on hand to be able to listen for updates.

■ Find out if your electric garage door has a manual release mechanism and know how to use it.

■ Never burn charcoal, or use a gas oven or barbecue as a source of heat. Do not run your car inside a closed garage to keep warm. Follow your generator's operating manual carefully and only operate it outside in a dry, well-ventilated area. Never connect a generator to your home's electrical system. Contact your local PUD office if you have questions.

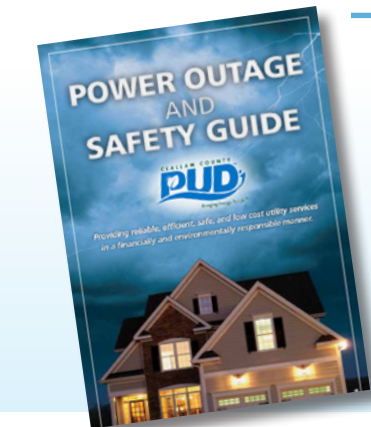


■ Purchase or make ice packs to keep in your freezer to help keep food cold during an outage. During the outage, keep refrigerator and freezer doors closed. An unopened refrigerator will keep food cold for about 4 hours. A full, unopened freezer will maintain its temperature for about 48 hours.

■ If you require any medical or assistive devices that require power, determine what your backup plan will be.

■ Turn off or disconnect appliances or electronics in case of a power surge when service is restored or invest in quality surge protectors. Leave one light turned on so you'll know when the power comes back on.

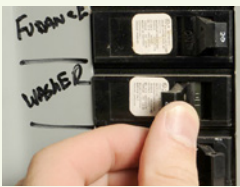
■ Throw away any food that has been exposed to temperatures higher than 40 F for 2 hours or more, that has an unusual odor, color, or texture. When in doubt, throw it out!



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

**Visit
[www.clallampud.net/
emergency-planning](http://www.clallampud.net/emergency-planning)**

Reporting an outage



■ If your power goes out, the first thing you should do is check your breaker box for blown fuses or tripped breakers. If they're OK, check to see if your neighbors have power.

■ Don't see any lights on? Call us! The PUD's outage management system identifies outage sites by the phone number used to report them. If you contact information has changed, and you have not notified us of that change, please do so now. This includes if you have recently disconnected a land line. We need to know to remove it from your account. This help you in the case of automated calls that go out in the event of a planned outage. The system will default to the landline first if you have multiple numbers associated with your account. Help us help you! Call 360-452-9771 or 800-542-7859 or email customerservice@clallampud.net to update your information.



■ Once you've reported your outage, listen to the radio for outage updates or, if you have a smart phone, visit www.clallampud.net where we will post outage information on our homepage. Updates will be posted as new information comes in. Please be patient as it can take some time depending on location for our crews to arrive on scene and assess the situation.



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

Neighbors helping Neighbors

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 to go to:

\$ _____ to Olympic Community Action Programs

\$ _____ to Sequim Community Aid

\$ _____ to Sequim St. Vincent de Paul

☐ No change. I am satisfied with my existing contribution arrangement.

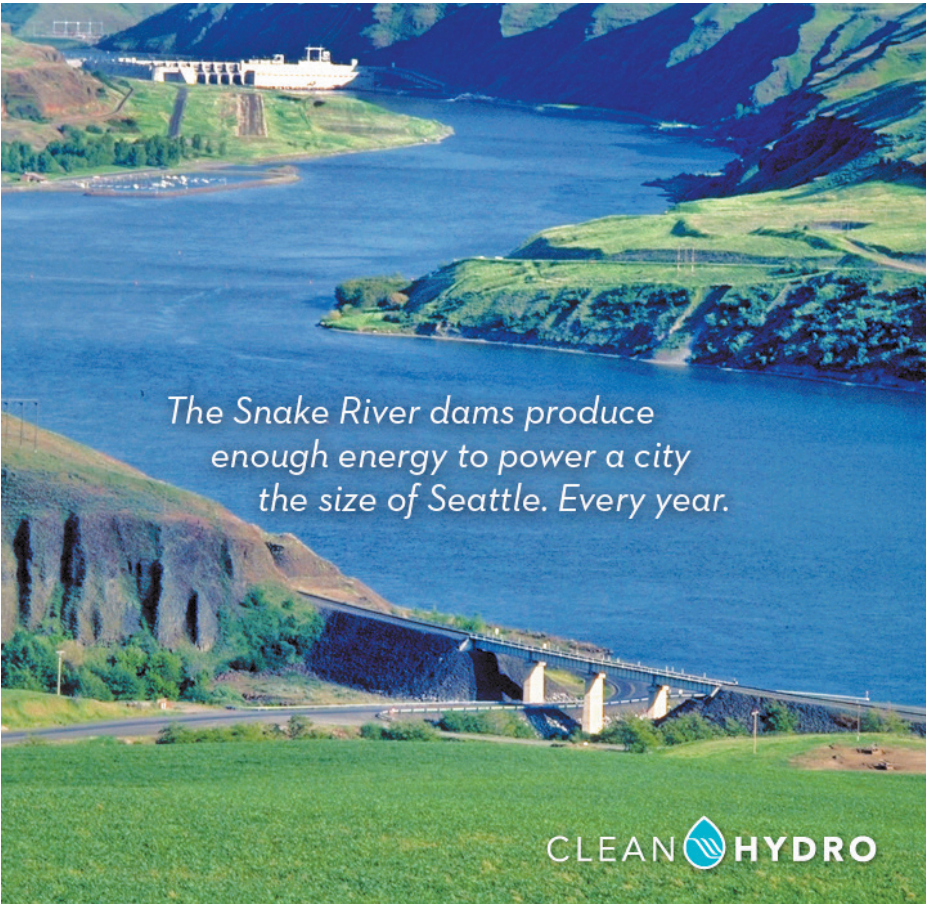
Signature: _____ Date: _____

Please include this form with your PUD bill.

Now that the weather is turning cooler, it is the time we see our power bills start to increase as we turn the heat up and start having to use more lighting in these darkening days.

Did you know the PUD has a program where you can help keep the lights on for needy families and seniors? Through our Neighborly Assistance Program, you can make a one-time, or recurring donation to any or all of the following agencies: Sequim Community Aid, Sequim St. Vincent de Paul, and Olympic Community Action. Only one payment is necessary for both your contribution and your PUD bill. Pledges may be canceled at any time by contacting the PUD.

You can sign up for the Neighborly Assistance Program by clipping and filling out the enrollment card, shown here, and including it in your bill payment envelope, or you can sign up for the program by contacting any PUD office. Additional forms may be printed from our website at <https://www.clallampud.net/neighborly-assistance/>.



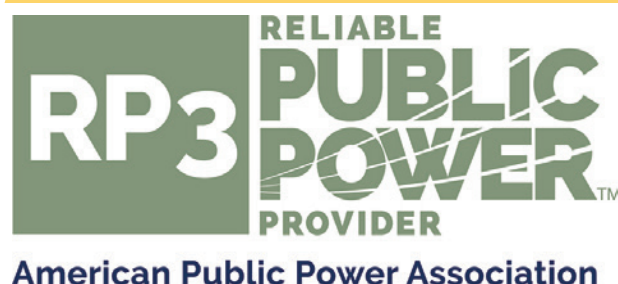
Renewable

In the Northwest,
hydropower provides 90%
of our renewable energy.

cleanhydro.com



Clallam PUD Recognized as a Reliable Public Power Provider



Clallam PUD has once again earned a Reliable Public Power Provider (RP3)[®] designation from the American Public Power Association for providing reliable and safe electric service.

This is the second consecutive time the PUD has earned the RP3 designation.

David Lynch, Assistant Director of Utility Operations at Marquette Board of Light and Power, Michigan and chair of the Association's RP3 Review Panel, presented the designations during the Association's annual Engineering & Operations Technical Conference held in San Antonio, Texas.

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. Clallam PUD joins more than 220 public power utilities that hold the RP3 designation out of over 2,000 nationwide.

"We're honored to be recognized once again as a Reliable Public Power Provider," said Doug Nass, Clallam PUD General Manager. "Our staff works hard to provide reliable service and RP3 recognizes our commitment to serving the community."

"Utilities that have earned an RP3 designation demonstrate public power's emphasis on achieving leading practices and providing a high level of service to communities," said Lynch. "We are proud to welcome all utilities earning this recognition for the first time and to those renewing their designations."

The American Public Power Association has offered the RP3 designation for 12 years now. The Association is the voice of not-for-profit, community-owned utilities that power 49 million people in 2,000 towns and cities nationwide. The Association advocates and advises on electricity policy, technology, trends, training, and operations.

Learn more about the American Public Power Association by visiting www.publicpower.org

Reliable Public Power Provider



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.



"Follow" Us, "Like" Us, Watch Us Online!

With Social Media becoming more and more integrated into our lives, the PUD now offers quality information and timely outage information using these outlets.

"Follow" us on Twitter for news and major outage update/information.



"Like" us on Facebook for conservation tips, PUD-related photos, links to videos, information about PUD employees in the community, news and more.

Watch PUD videos on YouTube on ways to save money, energy efficiency tips, rebate information, safety, and some fun videos too!



Links to our sites on each of these outlets, as well as everything else PUD, can be found on our homepage at:

www.clallampud.net

Clallam PUD - Your Partner in Conservation



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