



Commissioner Simpson poses with the new lineman cutout.



PUD Commission meetings are Open to the Public.



Commissioners grill hot dogs for Public Power Week (Oct. 2016).



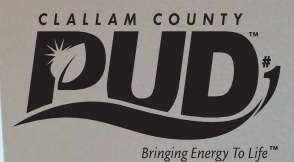
Commissioner Simpson and GM Doug Nass address the Forks Chamber.



Tyler King discusses energy usage at the Public Power Week Event.

## \$5 BILL CREDIT!

Sign up online between  
November 7 and  
December 31, 2016 at  
[www.clallampud.net](http://www.clallampud.net)  
for both Auto Pay and  
Paperless Billing and  
receive a one time \$5 credit  
on your bill AND be entered  
to win an iPad mini 4.\*



NEW with SmartHub:

- Analyze and understand usage trends to find ways to save.
- Create and track a monthly budget to avoid unexpected high utility bills
- Set a point or range in time to compare differences in usage
- And much more!



\*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 and be entered to win iPad. Drawing to be held January 3, 2017.

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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

# Carbon Free Power

## Dear Customers,

Here at Clallam PUD we can be proud of the abundance of carbon free electricity we offer. While the Bonneville Power Administration's clean and renewable hydro system is our main source of power, another significant carbon free source comes from Energy Northwest.

Energy Northwest is a joint action agency created in 1957 by the state legislature to serve the needs and aggregate the strengths of public power. The agency represents the convergence of small and big public power with a 27 member consortium of PUDs and municipalities across the state, benefiting more than 1.5 million ratepayers, greatly contributing to Washington's clean energy mix as a 100 percent carbon-free utility.

Energy Northwest owns and operates a diverse portfolio of clean air generating facilities, in addition to the Columbia Generating Station nuclear plant: White Bluffs Solar Station, Packwood Lake Hydroelectric Project and the Nine Canyon Wind Project. Clallam PUD is one of the 27 members and a part of the Hydroelectric Project and Columbia clean air sources.

With the push toward carbon free energy sources, non-carbon-emitting nuclear is very important. Nationwide, nuclear provides 19 percent of the electricity generated, and 63 percent of the carbon-free electricity. It also has one of the lowest life-cycle carbon emission profiles of all sources of electricity.

This past year support for nuclear power was strong in the State of Washington as well. The Washington State Democratic Central Committee, representing all state Democrats, passed resolution 786 supporting Columbia Generating Station. "We acknowledge [Columbia Generating Station] as a critical part of low-carbon electrical power generation in Washington state and the Pacific Northwest," the resolution stated. And, Governor Jay Inslee also recognized the importance of the Columbia Generating Station in his Nuclear Science Week Proclamation.

**For Clallam PUD, 98% of our power is carbon free with hydro at about 88% and nuclear power accounting for about 10% of our energy portfolio.** This is something we should all take great pride in – I know I do.

Thank you,

Doug Nass, General Manager

## Contact PUD

PO Box 1000  
Carlsborg, WA 98324  
360-452-9771  
Toll-free: (800) 542-7859  
info@clallampud.net  
www.clallampud.net

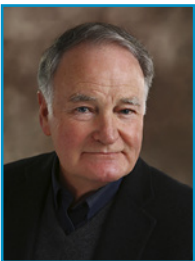


Your PUD's electricity comes from the following fuel mix:

Hydroelectric:	88.03%
Nuclear:	10.05%
Coal:	0.92%
Wind:	0.55%
Natural Gas:	0.38%
Biomass:	0.04%
Waste:	0.02%
Petroleum:	0.01%
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](http://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



# Take Control of Your Electric Account with Clallam PUD's New SmartHub

**You may have heard about SmartHub, Clallam PUD's new innovative tool for account management, but what can it do for you? SmartHub can help you take control of your electricity and your PUD account like never before.**

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your electricity use, contact customer service and much more.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks... or taps, if you're using the app! You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual electricity use. You can see how your use is trending over time, which will allow you to take steps to reduce your consumption and lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment either through the Web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

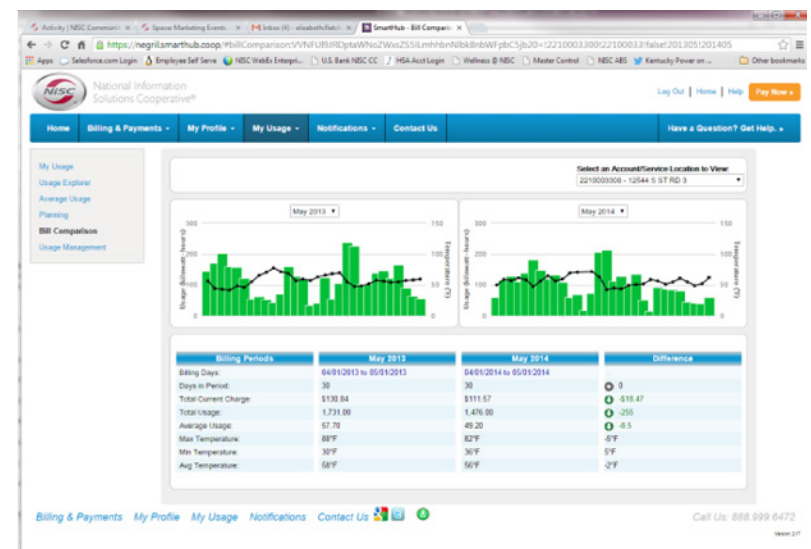
You'll also be able to manage your account

notifications with SmartHub. By logging in to SmartHub on the Web, you'll be able to select how you want to be notified about your bill, including email and text messaging.

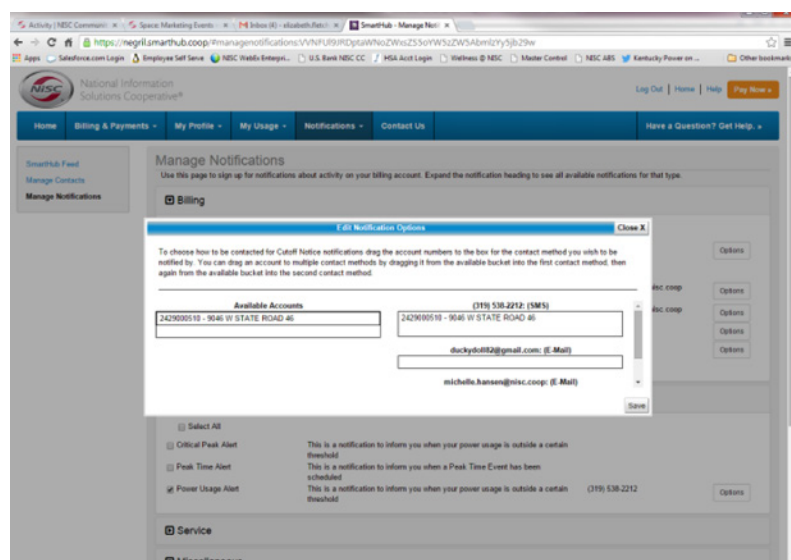
If you do need to drop off a payment or stop by our office, SmartHub can help you there as well. Use SmartHub's map feature on your GPS-enabled mobile device to find the closest branch or office location.

You can also contact the PUD with a request, a question or for customer service. SmartHub's contact feature makes it quick and easy.

Want to get the latest news and information from Clallam PUD? Stay connected with us through SmartHub. With the SmartHub news feed, you'll get the latest news, updates and more from Clallam PUD, all without leaving the app or the web page.



Access SmartHub by visiting Clallam PUD's website at [www.ClallamPUD.net](http://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).



## Download the SmartHub App:



✓ Check Usage  
✓ Pay Bill

✓ Manage Payments  
✓ Safe & Secure



# Understanding Your Utility Bill



We are excited to announce that in early November the PUD changed to a new bill format. The new design responds to what customers have indicated they want and provides customers with the most information possible, in the best format possible.

Features of the new bill include graphs that provide customers with a 12-month usage history at a glance, average cost per day of each service, and the ability to print important messages. A return envelope will be included in each billing as well. If you have questions about your bill, please contact your local PUD customer office.

### How to Read Your Bill

General contact information is provided here.

Customer name and billing address are printed here.

Each service will be listed individually on the bill. The service description, rate, meter number, readings and usage are printed at the top of each service.

A monthly usage graph provides a 24 month look at each service and an average daily comparison of usage and cost.

Additional information is located on the back of your bill, including how to read your meter and payment locations.

CLALLAM COUNTY PUD  
Bringing Energy To Life™

P.O. Box 1000  
Carlsborg, WA 98324-1000

For billing inquiries please visit our website:  
[www.clallampud.net](http://www.clallampud.net)  
or call our office: (360) 452-9771

1 591

PUD CUSTOMER NAME  
123 ANYPLACE RD  
ANYWHERE WA 99999-9999

Description	Meter No.	Meter Reading Dates From	To	Days	Readings Previous	Present	Meter Mult.	Use	Rate	Type
Electric	59890	08/05/16	09/05/16	31	16149	18351	1	2202	RES1	REGULAR
Water	47950210	08/05/16	09/05/16	31	16607	19987	1	3380	MA-R	REGULAR

#### Usage History

■ Previous Year KWH per Month ■ Current Year

PERIOD ENDING Sep 2015 Sep 2016  
Avg Daily Temp 59 63  
Avg Daily kWh 80 71  
Avg Daily Cost \$10.96 \$10.75

#### CU Ft per Month

#### Current Service Detail

Basic Customer Charge-Elec	25.75
Electric Service 2202 kWh @ 0.0683	150.40
Public Utility Tax	6.82
State Privilege Tax	3.77
<b>Total Electric Charges</b>	<b>186.74</b>
Basic Customer Charge-Water	31.50
Water Service 1000 CU ft @ 0.0337	33.70
Water Service 1000 CU ft @ 0.0354	35.40
Water Service 1000 CU ft @ 0.0388	38.80
Water Service 380 CU ft @ 0.0466	17.71
<b>Total Water Charges</b>	<b>157.11</b>
<b>Total Current Charges</b>	<b>343.85</b>

Statement Date 10/03/2016  
Account Number 99999  
Payment Due 10/20/2016

Service Address: 123 ANYPLACE RD

#### Account Balance Summary

Previous Balance	343.83
Payment Received	343.83 CR
Balance Forward	0.00
Current Charges	343.85
<b>Total Due 10/20/2016</b>	<b>343.85</b>
<b>Total Due After 10/20/2016</b>	<b>348.85</b>

#### Messages

Look here for important information and messages from Clallam PUD

PLEASE RETURN THIS PORTION WITH PAYMENT

PUD CUSTOMER NAME  
123 ANYPLACE RD  
ANYWHERE WA 99999-9999

Account Balance  
Monthly Usage  
Bill Payments All  
Available At:  
[www.clallampud.net](http://www.clallampud.net)

We accept:

CLALLAM COUNTY PUD  
PO BOX 1000  
CARLSBORG WA 98324-1000

51206000009999000034385000034885100320165

This area shows a summary of your current account activity, including balance due and due date.

Messages from your utility will be shown here.

Detail of charges for each service will be shown here.

Be sure to return the bottom portion of the bill with your payment to ensure proper credit to your account.

The total amount due for all services is printed here.

When making your payments, return or mail to this address.



## GETTING STARTED WITH SMARTHUB



## SmartHub Quick Facts

- 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.
- Go green! Sign up for Paperless Billing and Auto Pay.
- Receive email and text notifications about activity on your account.
- Do more without the need to call an office to service your account, pay your bill, update mailing information, or report service issues.
- Need more time? Now you can apply for a payment extension online.

## There's An App for That!



Scan the QR code  
for your device,  
or search for  
"SmartHub app"  
to download the  
free app!

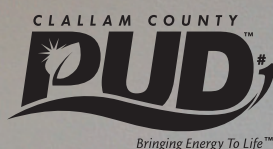


For more information, including enrollment instructions, visit our website.

P.O.Box 1000, Carlsborg, WA 98324  
(360) 452 9771 • Toll-free: (800) 542 7859  
info@clallampud.net  
[www.clallampud.net](http://www.clallampud.net)

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## NEW HOURS



Effective Monday, November 7,  
Customer Service office hours will change  
to 8:00 a.m. - 4:30 p.m.\*

\*Sekiu Office 8:30 a.m. - 3:30 p.m.

# BE PREPARED!

## FOR UNFORSEEN POWER OUTAGES

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

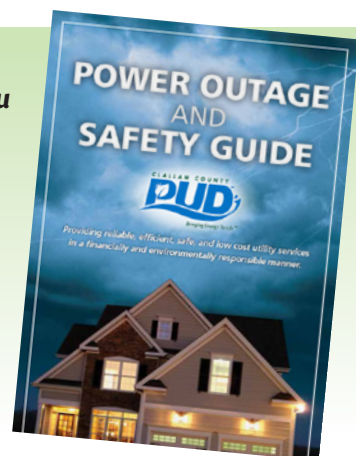
**Never use candles!** Have several flashlights with extra batteries and/or non-electric lamps on-hand and ready for use.

**Have an emergency plan for relocating those most susceptible to the cold** to a warm and safe place. The PUD does not guarantee uninterrupted



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)



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

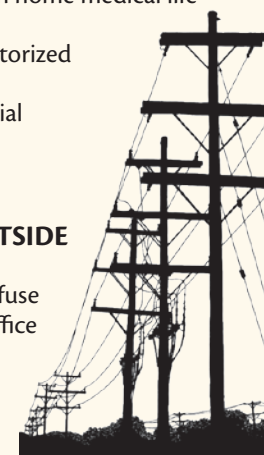
- ▶▶ Call the PUD immediately if you see any downed power lines.
- ▶▶ Stay back 100' or more from downed power lines AND anything they touch. Keep kids and pets away.
- ▶▶ If a power line falls on your vehicle, don't get out! Wait for help.
- ▶▶ If a power line is touching someone, stay away. Call 911 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!



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



# ARE YOU PREPARED FOR THE BIG ONE?

Over the course of the summer and into the fall our communities have heard many presentations about the Cascadia Subduction Zone and what will likely happen if “The Big One” hits our area. In June of this year the entire region, including your PUD, participated in the Cascadia Rising drills. Then in October there was the “ShakeOut” event where we again practiced what to do in an earthquake.

Let’s be clear though, it’s the potential big Cascadia event that causes the most concern for our service area. We have heard the presentations from the experts about how we can expect bridges to be out across the county, creating what are essentially “islands” until they are repaired. We also know that if the big one hits that our small communities will likely not receive the attention of the more populated communities along the I-5 corridor, which means we may need to wait even longer for assistance.

What we want to make you aware of is that if and when the Cascadia Subduction Zone big event occurs, we all may be without power and other utilities for an extended time period. The Bonneville Power Administration (BPA) is Clallam PUD’s electricity provider and they have two transmission lines that feed our area. Both of those lines are in the same right of way. That means if one goes down, they likely both go down.

Due to the potential magnitude of the Cascadia Subduction Zone, we anticipate that if the big one hits our area could be without power for at least 30 days, and perhaps even longer. That is not because our crews and staff, who are also your neighbors and will be in the same situation as you, won’t want to be working to restore power but there may be little they can do immediately.

The PUD has a current Emergency Response Plan and is ready to respond in any emergency to restore power and other utilities. We have mutual aid agreements with utilities nearby and across the country. We are prepared – yet we are reliant upon the transmission lines that deliver power to our area, so there is only so much we can do.

As prepared as we are, please know we can’t do it all. No matter how much we, or other agencies prepare, following a Cascadia event, there simply won’t be enough manpower to immediately reach everyone that has been



impacted. It’s critical that we all develop a family communication plan, stockpile food and water and keep essential emergency supplies in your home.

**Are you prepared? If you need help preparing, a great place to start is our website: [www.clallampud.net/emergency-planning/](http://www.clallampud.net/emergency-planning/)**

## 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).



# 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: \_\_\_\_\_

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/](http://www.clallampud.net/dhp-incentive/)

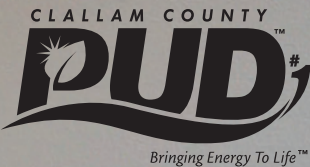
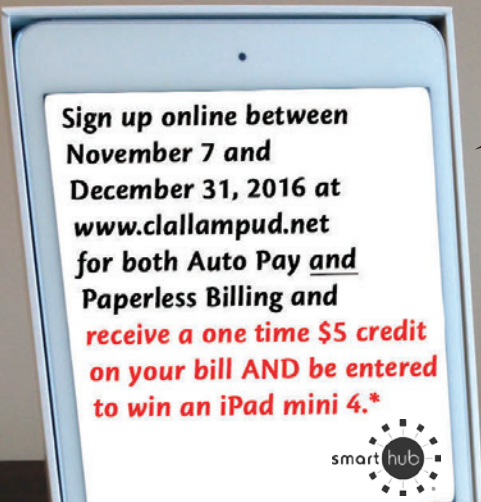


Renewable

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

[cleanhydro.com](http://cleanhydro.com)

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