

# HOTLINE

*News From Your Public Power Utility • 2nd Quarter, 2018*



*Crews work to restore power during a January outage.*



*Water crews work late repairing a water main break.*



*Customers meet with contractors at the Ductless Heat Pump Seminar*



*A full house for the Ductless Heat Pump Seminar.*



*Border Patrol canine handlers use PUD property for canine training.*



*PUD employees ready to assist customers at the NPBA Expo and KONP Home & Lifestyle Show.*



## INSIDE:

|                                    |          |
|------------------------------------|----------|
| MESSAGE FROM GENERAL MANAGER ..... | PAGE 2   |
| ELECTRIC RATES .....               | PAGE 3   |
| ENERGY EFFICIENT WINDOWS .....     | PAGE 4-5 |
| SMART PAY .....                    | PAGE 6-7 |
| YOUR UTILITY .....                 | PAGE 8   |

Clallam County PUD  
 PO Box 1000  
 Carlsborg, WA 98324

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.***





DOUG NASS

# New Beginnings

## Dear Customers,

Spring is here and I know you're as excited about it as we are. For a variety of reasons we look forward to these longer and warmer days and opportunities to be outside again. You might be gardening, bicycling our beautiful Olympic Discovery Trail, or embarking upon home improvement projects. Our staff is happy to be getting away from outage season! Crews can now turn more attention to our 2018 projects that help meet two of our Strategic Plan Objectives: "Ensure Reliable Supply", and "Continuous Performance Improvement".

Our Utility Services department's first Residential Energy Seminar was met with enthusiasm and we look forward to the next one May 30 on Energy Efficient Windows (see pages 4-5). With warmer weather upon us, this is the time to be scheduling window replacement.

We've also launched a new program called SmartPay in our Customer Service Department which operates as a prepaid version of your electric account. No deposits are required and it puts you in total control of your account. Read more on pages 6-7.

Lastly we have some exciting developments in payment locations. Soon we will have a payment kiosk located in Neah Bay, and additional locations are being planned. Watch our website and "like" our Facebook page for updates as these are rolled out.

Remember, you can email us at [info@clallampud.net](mailto:info@clallampud.net) with general comments and questions. Specific questions regarding your account may be sent to [customerservice@clallampud.net](mailto:customerservice@clallampud.net). Remember, this is your PUD and our employees are also your friends and neighbors. We are here to help!

Doug Nass, General Manager

## Contact PUD

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



*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

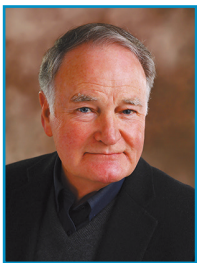
Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings most Mondays at 1:30 p.m. at our Carlsborg Main Office, 104 Hooker Road. Call (360) 565-3231 or (800) 542-7859, or visit [www.clallampud.net](http://www.clallampud.net),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

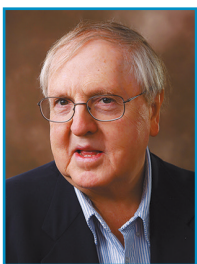
[teds@clallampud.net](mailto:teds@clallampud.net) • (360) 565-3525



**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](mailto: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](mailto:hughh@clallampud.net) • 360-565-3521

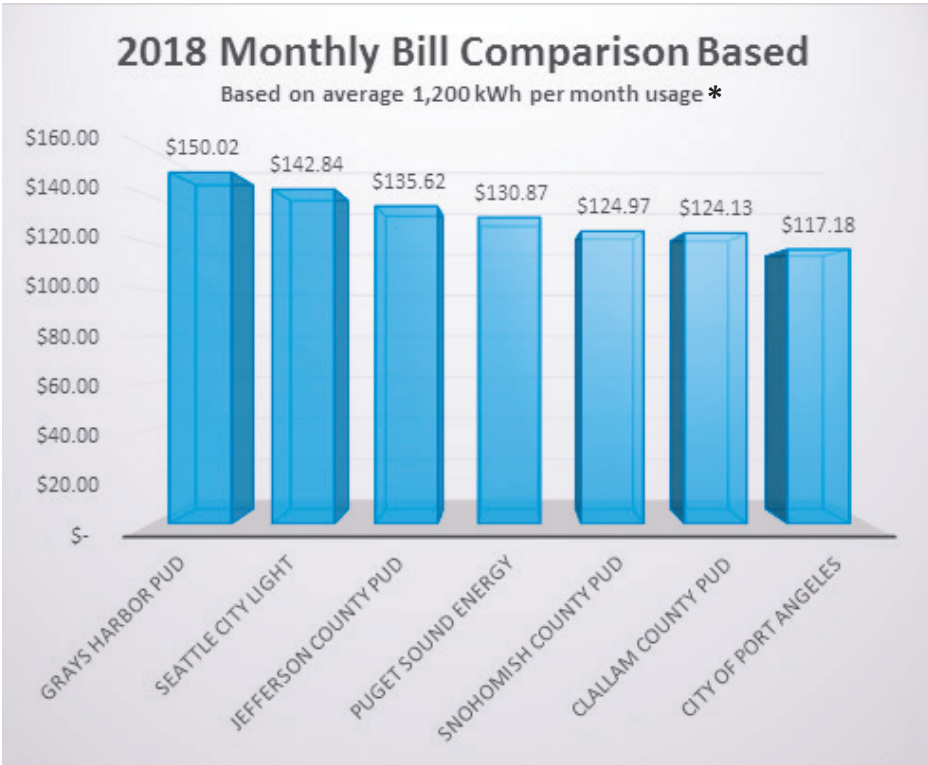
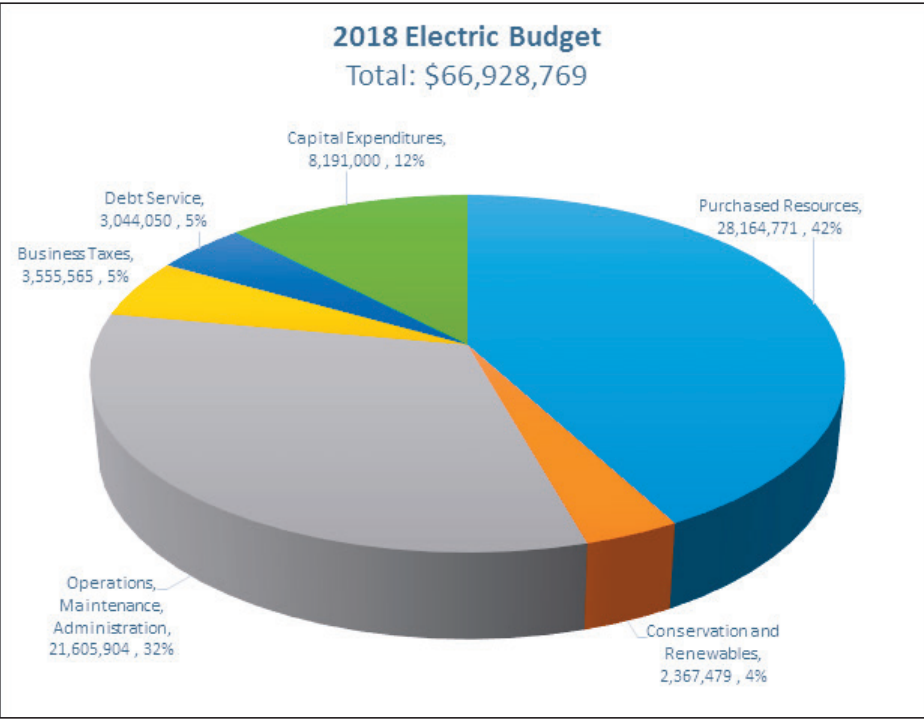
# Electric Rates — What’s Behind Them?

Periodically a customer will ask about how we develop our rates at Clallam County PUD. This usually happens after the announcement of a rate increase. There are a number of misconceptions about the finances of the PUD. Quite often we are accused of making huge profits; unlike an investor-owned utility we are non-profit. As a public utility, a governmental entity, the PUD uses a cost recovery model in determining its electric rates. That means that within the confines of estimated weather variations, customer usage patterns, regional development, and other unknown events, we forecast anticipated costs and design rates to recoup those costs.

Approximately 46% of our cost is the cost of purchasing power for resale. Our primary supplier is Bonneville Power Administration (BPA), a federal power marketing agency of the Department of Energy, responsible for marketing hydropower primarily from dams on the Columbia and Snake Rivers. Hydropower represents approximately 87% and nuclear about 11% of our power cost. Imbedded in the cost of power are a number of regulatory costs including fish mitigation, dam flow control, and renewable and conservation mandates, which were included in the Energy Independence Act better known as I937.

Another thing that most people don’t realize is that we do pay taxes and so that is one of the costs that we recoup in our rates. Taxes amount to approximately 6% of revenues.

Our next highest cost of operations that is recouped from rates is personnel costs which amounts to about 25% to 27% of total costs. The cost of line crews, substation personnel, metering and meter reading, billing, customer service, engineering, accounting and administrative personnel including payroll taxes, insurance, and other related employment costs.



\* Figures above include applicable taxes.

The last major categories of cost recouped through rates are capital costs including materials, contracted services, facilities, purchased vehicles and equipment and in some cases the related debt to finance those costs. The PUD is continually updating and maintaining transmission and distribution lines, substations, transformers and making other system improvements as needed.

This year is a good example of why it is necessary to increase rates as BPA raised their rates about 5.4% on October 1, 2017 with the probability of an additional increase for dam flow control of another 2% this spring. Just these increases impact rates nearly 4%, especially when you consider that the BPA increase in power rates was effective October 1 and the PUD rate increase wasn’t effective until April 1, 2018.

With all of that said, the customers of Clallam PUD still have some of the lowest electric rates in the state and country.

**New Electric Rates In Effect April 1, 2018**

As part of the 2018 budget approval, Commissioners approved a staff recommended 4.8% average increase in retail electric utility rates. The approved electric retail rate increase is effective on all bills rendered on or after April 1, 2018, which includes all usage since the customer’s prior bill. For the typical residential electric rate, the increase results in an additional \$5.32 for 1200 kwh usage, compared to last year’s rates.





# Energy Efficient Windows

*By Arne Traceski*



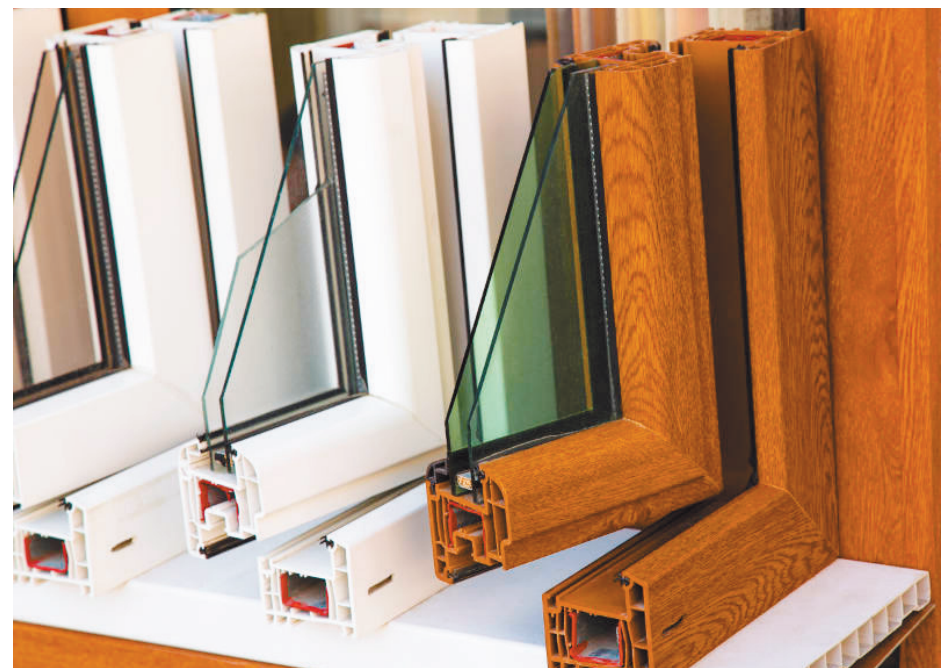
Are you losing your heat (and cooling) right out the windows literally? If you have metal frame windows or single pane windows, The PUD has just the program to help you. Upgrade your windows using one of our approved installers to get high efficiency windows and stop letting your heat go out the window! These replacement windows are double paned, filled with argon gas, have a low “e” coating, and vinyl frames. All of these things slow

the movement of heat through your windows improving your overall energy efficiency and improve the comfort in your home by eliminating drafts and cold which radiates through inefficient windows. In addition high efficiency windows, because of their insulating qualities, will reduce noise from the outside world when closed.

The thermal efficiency of windows is measured by a “U” value which is the opposite of an “R” value of insulation. With insulation the higher the R value the better the efficiency. Windows U values are the inverse, the lower the number the better. Look for U values to be 0.30 or less. The “Low e” coating filters out ultraviolet rays which can fade carpets and furniture. Replacing your window can save anywhere from 7% to 15% annually depending on the total area of windows

Northwest  
hydropower  
offsets emissions  
equivalent to  
10 million cars.

#HydroFlowsHere





in your home. New windows can also enhance the value of your home.

The process is easy, just go to <https://www.clallampud.net/high-efficiency-replacement-windows/> and get the list of approved installers, call and get estimates (we recommend more than one). Decide which contractor you would like to use and they will submit all the required paperwork for you. We will come and have a look after your new windows are installed and make sure they meet our program requirements. The PUD rebate is \$3.00 per square foot of installed window.

***If you have questions regarding this program contact me at (360) 565-3253 or [arnet@clallampud.net](mailto:arnet@clallampud.net).***



## RESIDENTIAL ENERGY SEMINARS!

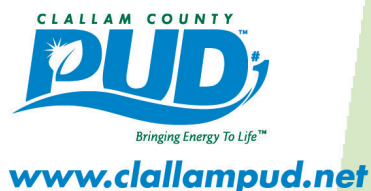
*Bills too high? House too cold? Just want to update your home and increase it's value? Come visit us at our Residential Energy Seminars to learn how we can help you make the most cost-effective decisions and meet contractors that specialize in your area of need.*

**Wednesday , May 30, 2018 - Energy Efficient Windows  
1:00 p.m. or 6:00 p.m.**

**August (Date TBA) - Ducted Heat Pumps  
October (Date TBA) - Heat Pump Water Heaters**

*All sessions take place at the PUD Main Office  
located at 104 Hooker Road in Carlsborg.*

*Questions? Contact our Conservation Department  
at 360-565-3249 or [utilityservicesinfo@clallampud.net](mailto:utilityservicesinfo@clallampud.net)*



# MORE THAN ENERGY. SOLUTIONS.

We are  
**MORE POWERFUL TOGETHER.**

To learn how you  
and Clallam PUD are  
#MorePowerfulTogether, visit  
[www.clallampud.net](http://www.clallampud.net).





# Prepaid Meter Program – SmartPay



**✓ NO**  
**Deposits**

**✓ NO**  
**Due Dates**

**✓ NO**  
**Late Fees**

**✓ NO**  
**Billing Statements**

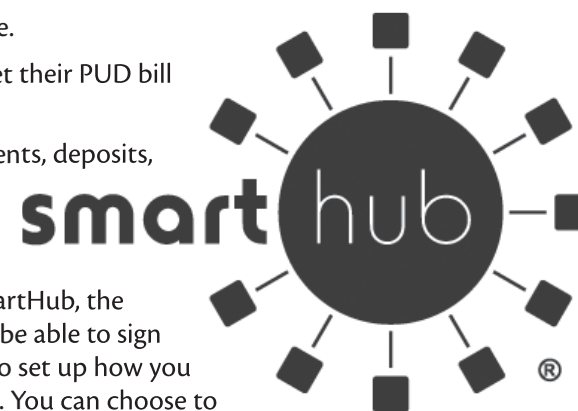
## *The PUD has a new program - SmartPay!*

*SmartPay gives you the ability to manage your electric account as a prepaid program, much like a prepaid cell phone plan.*

### **SmartPay can benefit anyone who:**

- Would like more control and flexibility over when and/or how much they pay for electricity.
- Would like to be able to track their daily energy usage.
- Has income that doesn't always arrive in time to meet their PUD bill due date.
- Wants to avoid paying fees for things like late payments, deposits, reconnects, collection, etc...

You can sign up online at your computer, via the SmartHub app on a mobile device, by calling customer service, or in person. (Note: You must be enrolled in SmartHub, the PUD's online customer account management portal, to be able to sign up for SmartPay. This is because you will be prompted to set up how you would like to receive alerts about your account balance. You can choose to receive them via phone, email, and/or text message. Best of all, the service is free!







Payments can also be made like a regular account, except since there are no statements or billing cycle. You can make a debit/credit card payment of any amount 24/7 on the PUD website, using pay-by-phone, or via the SmartHub mobile app. Cash, check, debit, or credit card payments can also be accepted in person at customer service locations.

To get started, you'll need a minimum of \$40.01 in their account. The great news is that if you currently have a deposit on file with us, that can be applied as the initial balance, after paying any balance due. When your balance reaches \$20, you will receive a Low Balance Alert. Once your balance reaches \$0, you will receive an alert that you have 30 minutes to add funds to your account. If, however, funds are not added by the deadline then power will be shut off automatically. To restore service, deposit a minimum of \$40.01, after which power should be restored within 15 minutes. SmartPay offers a lot of flexibility, but you will need to watch your SmartPay balance and energy usage closely.

One of the side benefits is that you can really track how much energy you are using on a daily basis, which can help with budgeting as well as seeking energy conservation measures.

Perhaps SmartPay is the smart solution for you?

*Residential customers with PUD Water, Sewer and/or CT meter service, are not eligible for SmartPay at this time. Other restrictions apply and are detailed in the Terms of Service. SmartPay cannot be used with the Average Payment Plan, monthly automatic payments, or scheduled donations to agencies.*



**MORE**  
THAN AN APP. A KEY.

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CLALLAM COUNTY  
**PUD**  
Bringing Energy To Life™



Neighborly Assistance Program

You can help neighbors in need by donating to this fund. Indicate how you would like to contribute and your choice of agency on the card below. Please clip and enclose this card with your PUD payment or drop off at your nearest PUD office. (If submitting with payment, only one payment is necessary for both your contribution and your PUD bill.)

Name: \_\_\_\_\_  
Acct. No.: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Address: \_\_\_\_\_

My choices for participation in the Neighborly Assistance Program are indicated below. This **replaces** any previous pledges.

- ☐ Please bill \$ \_\_\_\_\_ every month, beginning with my next statement, 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 Port Angeles St. Vincent de Paul  
\$ \_\_\_\_\_ to Sequim Community Aid  
\$ \_\_\_\_\_ to Sequim St. Vincent de Paul

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

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



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

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

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

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

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



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



MORE  
THAN POLES AND WIRES.  
A LAUNCH PAD.

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**MORE POWERFUL TOGETHER.**

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and Clallam PUD are  
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