



*Lineman Ted Fraser is dwarfed by the root wads of downed trees during the December outages.*



*Commissioner Ted Simpson was commended by Resolution for his 34 years of service to Clallam PUD and Public Power.*



*Outgoing Commissioner Ted Simpson is recognized at the Washington PUD Association Annual Meeting.*



*Utility Services Coordinator Mattias Järvegren assists kids on the generating bicycle during the Dungeness Riverfest in late Fall.*



*Serviceman Representative Bryon Hunt receives cookies from his nephew Seth Middleton during the December power outage response.*



*Crews working to restore power on W. Edgewood Drive.*

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Clallam County PUD  
 PO Box 1000  
 Carlsborg, WA 98324

Postal Customer

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





DOUG NASS

# From the General Manager

## Dear Customers,

Welcome to 2019! We are excited for the New Year and look forward to all of the projects we have planned that will continue to provide you with increased reliability, reduced outages, and added convenience.

As I discussed in the last issue of the HotLine, our management team held a two-day session to go over the Strategic Plan in detail. With several retirements having taken place since the original plan was implemented, it was time to do a “deep dive” back into the Plan. We are continuing with the same format which has served us well. The Plan is comprised of eleven Strategic Objectives that drive all aspects of the organization. For each of these Strategic Objectives there is a Picture of Excellence. We then identify what gaps we have to fill to achieve the Picture of Excellence and develop Strategic Initiatives that will move us towards that goal. There are also measurable Key Performance Indicators that assist in determining if we are on track. I invite you to review the Strategic Plan which can be found at <https://www.clallampud.net/about/>.

Inside this issue, we have exciting news about an upcoming demonstration project that we have been working on for some time. It includes a community solar project, EV charging station, and a battery storage component. You may recall when we first proposed a community solar project, it didn’t move forward as there was not enough subscribers to fully fund it. Today, costs have come down and the project has been scaled back so we anticipate that it will be fully funded and move forward.

As always, if you have any comments, questions, or feedback, please do not hesitate to reach out by calling or emailing us at [info@clallampud.net](mailto:info@clallampud.net).

Doug Nass, General Manager

## Contact PUD

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Carlsborg, WA 98324

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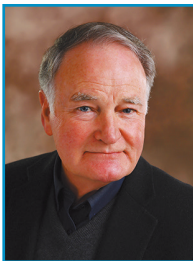


*Your PUD's electricity comes from  
the following fuel mix  
(which is 98% clean energy!):*

|                |         |
|----------------|---------|
| 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 the 2nd and 4th Mondays monthly at 1:30 p.m. at our Carlsborg Main Office.



**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](mailto:wepurser@clallampud.net) • 360-565-3512



**David Anderson**  
*Secretary, District #2*

David Anderson was appointed in September of 2018. He spent thirteen years as a Project Manager on the design and construction of utility projects, as well as fifteen years prior in construction and project management roles. With a Masters degree in Construction

Management, his experience is invaluable to understanding the District's infrastructure and future planning as the PUD grows. His interest as Commissioner is “to assure that management of the PUD continues to provide reliable and affordable power, water and wastewater...” adding that the role allows him to expand his engagement in community service.

[danderson@clallampud.net](mailto:danderson@clallampud.net) • 360-565-3528

Picture  
coming  
soon

**Jim Waddell**  
*Vice President, District #3*

Jim Waddell is a Civil Engineer who is retired from a 35-year public service career with the U.S. Army Corps of Engineers. For over twenty years of that career he has been a leader in developing the policies and practice of Sustainable Development. He also served with the

Environmental Protection Agency and the National Science Foundation (NSF). Jim's work with the NSF and then as the Senior Policy Analyst for the Environment in the White House office of Science and Technology Policy was largely focused on climate change policy, budgets and research integration. During the early stages of his career, Jim Waddell was an officer in the Army National Guard, serving in Engineer, Signal, and Transportation units.

[jwaddell@clallampud.net](mailto:jwaddell@clallampud.net) • 360-565-3521

# New Hours in the New Year

In order to provide customers greater and more efficient access to services during the early morning and lunch high traffic times, PUD office hours have changed, effective January 2, 2019. Hours at PUD customer service offices will be as follows:



- Carlsborg Main Office ..... 7:30 a.m. – 4:00 p.m.
- Port Angeles (Country Aire) Payment Office..... 8:00 a.m. – 4:00 p.m.  
(Closed 12:30 – 1:00 for lunch)
- Forks Office ..... 7:30 a.m. – 4:00 p.m.
- Sekiu Office ..... 8:30 a.m. – 3:00 p.m.  
(Closed 11:30 – 12:00 for lunch)

We hope this improved access helps you to start your year off right!

#CleanlyClallam

Mattias Järvegren, Utility Services Coordinator (with daughter, Astrid)  
13 years in Clallam County and at Clallam PUD  
Clallam County Building Permit Advisory Board • City of Port Angeles Utility Advisory Committee • Coach - Port Angeles Youth Soccer Club

“The best part of my job is working with our customers to help manage their energy cost, from individual homeowners and renters all the way to our largest customers.”

## Energy Sources

| BPA           | NORTHWEST     | NATIONAL      |
|---------------|---------------|---------------|
| OTHER         | NUCLEAR       | OTHER         |
| NUCLEAR       | WIND          | WIND          |
|               | NATURAL GAS   | NUCLEAR       |
|               | COAL          | COAL          |
|               |               | NATURAL GAS   |
| 87%           | 56%           | 7%            |
| HYDROELECTRIC | HYDROELECTRIC | HYDROELECTRIC |

THANKS TO AN ABUNDANCE OF HYDROPOWER, RESIDENTS AND BUSINESSES IN BPA’S SERVICE AREA BENEFIT FROM CLEANER ENERGY.

**HYDRO POWER FLOWS HERE**

\*NORTHWEST FIGURES FROM 2016; ALL OTHERS 2017

**Clallam PUD is 98% carbon-free!**





# Meter Strategy Prepares Clallam PUD For The Future

***At a Board of Commissioners meeting in November, the Commissioners approved the District's future meter strategy. The PUD, after careful evaluation of its existing meters deployed across its service area, determined that it is now feasible and cost-effective to enter into a forward-looking meter strategy to bring the PUD's meter technology up-to-date and be well-positioned for the future growth and needs of Clallam County. The PUD will be rolling out advanced meter upgrades over a 5 year period beginning in 2019.***

As of the end of 2017, 52% of US meters were AMI meters (Advanced Metering Infrastructure) and that figure is expected to increase by 5% annually. The advanced meters reads customer energy usage data just like your old meter but the data is sent to the PUD via radio frequency (RF) waves, similar to communication by cell phones and wi-fi but at a significantly lower interval. In some regions of the county, the information will be sent over the power lines. Over time this will reduce the need for meter readers to physically go out into the field to conduct meter readings. Other benefits include:

- A net reduction in utility operating costs of over \$300,000 per year – as a public utility such savings will ultimately benefit rate payers
- Enhanced customer privacy due to significantly reduced need for PUD employees to access customer property
- Consistent billing cycles without meter estimates
- More accurate bills (old meter technology such as analog/electromechanical meters lose accuracy over time)
- Remote disconnect meters offer faster service for connection and disconnection of service
- Enhanced employee safety and reduced accidents
- Energy theft protection
- Enhanced outage assessment and restoration capabilities – meters will

report an outage at a location even when the customer is not home — no need to call in to report you are without power!

■ Improved electrical distribution system operations, including voltage control and customer power quality investigations. If an issue is reported, PUD employees may be able to diagnose a problem remotely without having to send PUD employees to the site.

Advanced meters have come a long way since their inception and are accurate, safe, cost-effective, and offer a myriad of benefits to both utilities and customers. Some customers have concerns about advanced meters and we recognize these concerns. Look for information to come about public workshop opportunities to ask questions.

We welcome any questions about the technology used in the meters. You can find answers to many of these questions in our Frequently Asked Questions (FAQ) document on our website at [www.clallampud.net](http://www.clallampud.net).

Customers will be given the option to opt-out of receiving a new meter and instead receive a non-radio read digital meter. There is a monthly fee to opt-out that covers the District's additional cost to provide service to those customers. Since these meters are being rolled out under a five-year plan, the opt out forms will be noted in your account, but the monthly fee will not be charged until such time as your meter is replaced, or if you are already located on a route where there are currently all one-way radio read meters.



# Neighorly Assistance Program Helps Those In Need

There are those around us who occasionally need a helping hand. The Neighorly Assistance Program provides assistance to qualified low-income residential customers in paying their electric bills. The PUD does not deduct any administrative costs and gives 100% of the contributions directly to local community agencies. The funds are used to help families in Clallam County in emergency situations.

You may make a one-time donation or enroll to contribute a set amount each month. 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 Neighorly Assistance Program by printing and filling out the enrollment form (below) and including it in your bill payment envelope, or you can sign up for the program by contacting any PUD office.**



## Neighorly 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 below. Please clip and enclose this 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 Neighorly 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: \_\_\_\_\_



**MORE  
THAN A UTILITY.  
A LIFELINE.**

We are  
**MORE POWERFUL TOGETHER.**

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





# Public Power Rates: What are they all about?

Public power does exactly what its name suggests; it puts power in the hands of the public. Local public power utilities are owned and operated by the communities they serve; there are no stockholders to please or profits to make. All the benefits produced by public power — including affordable energy costs, better service, and a focus on local goals — stay in the community. Rates are set locally by citizen-elected boards in open meetings that community members are welcome to attend.

The rates, set by your local PUD, are designed to recover costs and maintain financial stability. At the last Commission meeting in December, the Board approved a resolution establishing the 2019 Budgets which included an average electric rate increase of 3.8% for bills rendered on or after April 1, 2019. The resolution also affirmed an average 7% water and wastewater rate increase which had been previously adopted in 2016 effective for all bills rendered on or after February 1, 2019. Below are the major costs recovered through your electric rates.

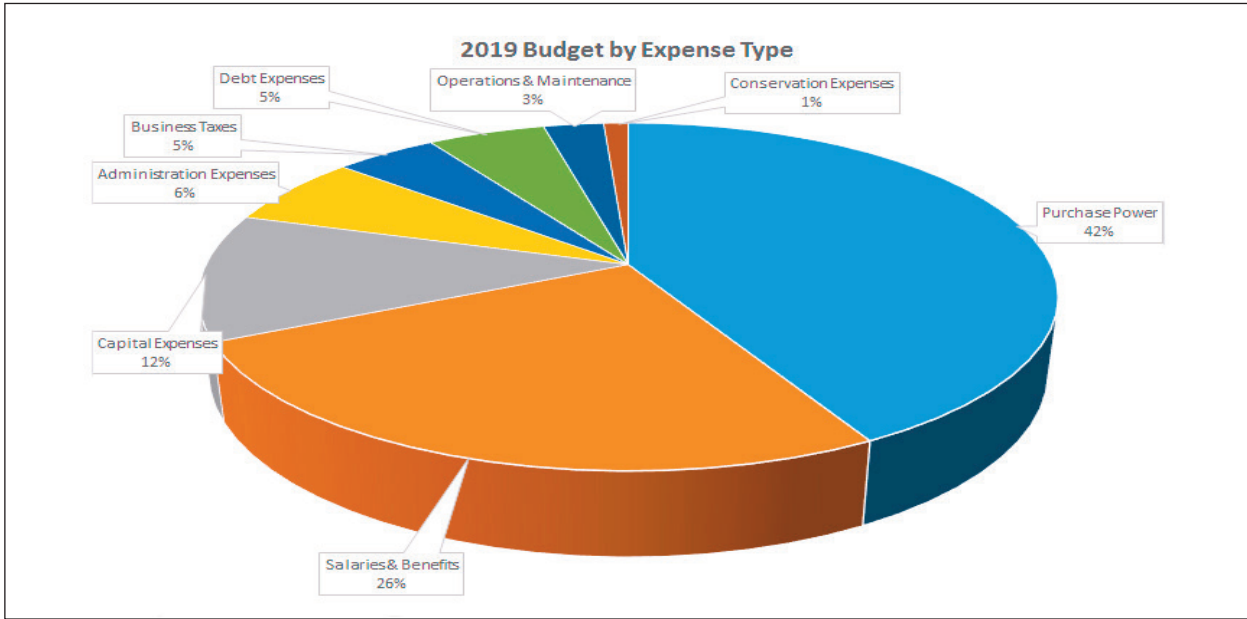
### Purchased Power

The District’s largest cost is purchased power. Purchased power, for resale, is approximately 42% of the District’s total costs. The District’s primary power 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% of the district’s power costs (nuclear is about 11%), for a total of 98% clean electrical power. Thanks to ongoing pressure from public utilities

in the Northwest, BPA has been working hard to reduce their costs in order to mitigate what would have otherwise been a larger increase this year.

### Personnel Costs

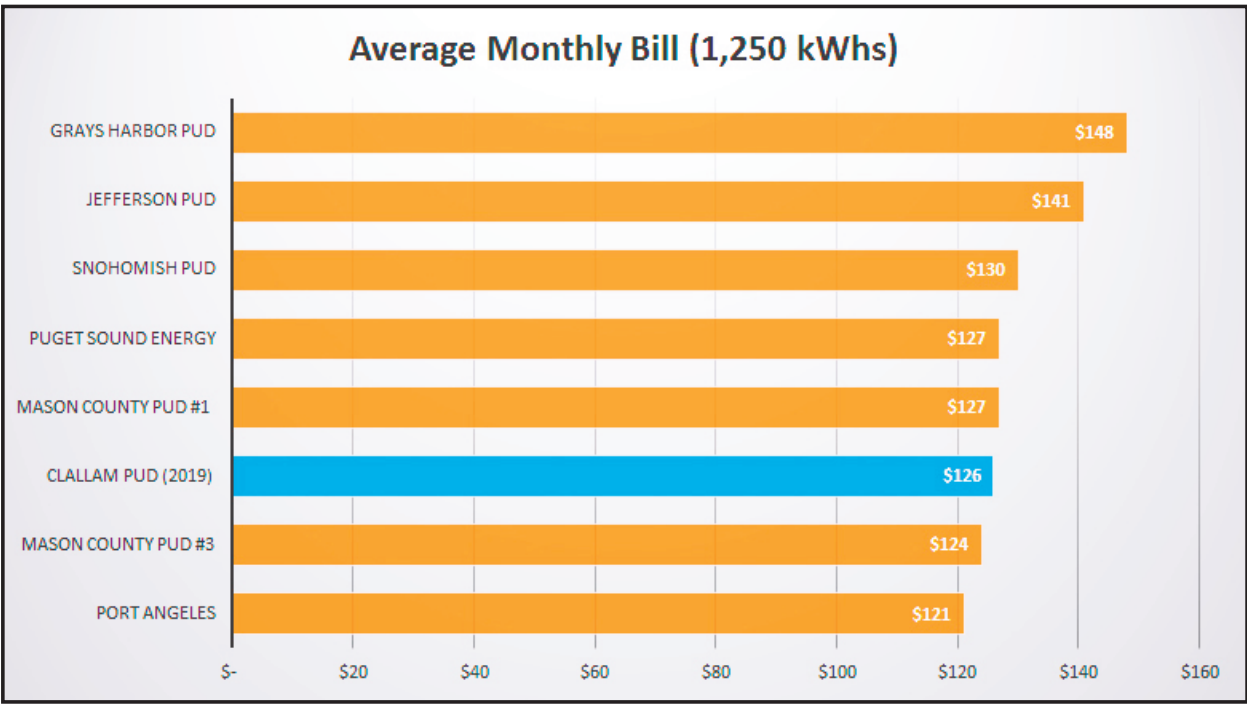
The District’s second highest cost, recouped from rates, is personnel costs which amount to about 26% of total costs. These costs include line crews, substation personnel, metering and meter reading, billing, customer service, engineering, accounting, administration, payroll taxes, insurance, and other related employment expenses.



### Capital

The last major category of costs, recovered by rates, are capital costs which account for approximately 17% of total costs. Those costs include materials, contracted services, labor, purchased vehicles and equipment, and the related debt to finance some of those costs. The District is continually updating and maintaining transmission and distribution lines, substations, transformers and making other system improvements as needed to maintain reliability.

The District continually strives to set rates that align with its mission: “To provide reliable, efficient, safe and low cost utility services in a financially and environmentally responsible manner.” In doing so, the customers of Clallam PUD continue to enjoy some of the lowest electric rates in the state and country!







## Community Solar – A new renewable opportunity for customers

### **Introducing Community Solar**

With more days of sunshine a year than most western Washington counties, our location supports solar power. Community Solar is an easy way to go solar using energy from a local solar garden instead of requiring panels to be installed on your roof. Energy is produced at an off-site solar garden and then purchased by homeowners to offset their existing electric bill. Community solar is a maintenance-free managed solution available to all types of homeowners, including condo owners and homeowners whose rooftops are not right for photovoltaic panels.

### **Why should I be interested?**

Currently, customers have the opportunity to take advantage of the financial incentives offered by the state of Washington. Relative to an investment in rooftop solar, you can purchase units in smaller increments resulting in a more affordable investment. You also don't have to worry about siting, permitting, securing a contractor to install the solar panels or ongoing maintenance of the panels and equipment.

### **What are the financial incentives?**

There are two incentives. Under current state law, a per kilowatt hour production incentive is available to customers who participate in Clallam PUD's community solar project. That incentive will be paid out annual for a period of eight years.

In addition, participants will receive a credit on their bill based on the electricity generated by the project and the number of units purchased.

### **How is the credit to a monthly utility bill determined?**

Community solar is linked to ratepayer's bill via a process known as virtual net metering. Virtual net metering credits the ratepayer with their share of the entire array's production.

Look for more information to come as the details are just being finalized as of this publication, and the project should begin to roll out in January or February of 2019.



## 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)



## 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.
- Report outages and monitor your service status.



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



## The Smart Way - SmartPay!

**No Deposits - No Late Fees - No Billing Statements**

Take control of your account with SmartPay!\* Free yourself up from deposits and manage your account from the convenience of your computer or smart phone. SmartPay allows you to:

- Pay what you can, when you can, anytime 24/7!
- Track your daily usage
- Avoid late fees and collection fees
- Your electric service continues as long as you have funds in your account.

**Call 360-452-9771 or 800-542-7859 to sign up!**

\*Must be enrolled in the SmartHub online account portal with the ability to receive email or text alerts. Upon sign up, any deposit on file will be applied to the account balance. Residential customers with PUD Water, Sewer and/or CT meter service, are not eligible for SmartPay. Other restrictions apply; read the Terms of Service for details.



**Be safe: Call 811 before you dig to identify underground utilities.**



**Know what's below.  
Call before you dig.**

<http://www.callbeforeyoudig.org/washington/>

