

# HOTLINE

News From Your Public Power Utility • 1st Quarter, 2020



Crews use a directional bore to avoid digging up a customer's yard.

Top: Commissioner Will Purser speaks at the Electric Vehicle Charging Station launch while City of Sequim Resource Manager Ann Soule looks on.



PUD Employees install a new advanced meter.

## INSIDE:

MESSAGE FROM GENERAL MANAGER .....	PAGE 2
PAYMENT LOCATIONS / EV CHARGERS .....	PAGE 3
PREPAID ACCOUNTS / COMMERCIAL LIGHTING & HEAT PUMP REBATES .....	PAGE 4-5
WATER "POSTAGE STAMP" RATES / ELECTRIC RATES ...	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

# From the General Manager

## Dear Customers,

Welcome to 2020! We are honored to enter into this, our 80th year, serving you as your Public Utility District.

While we are of a similar size to several other Washington public utilities, we are unique in the size of our service area. (see chart). This presents us with challenges in diagnosing and responding to outages, as well as the ongoing maintenance of the system.

This is why we have three crews; one in Carlsborg, one in west Port Angeles, and one in Forks. We also have two vegetation management crews that keep busy maintaining the right-of-ways in order to mitigate the potential for branches or trees down over power lines. We have Supervisory Control and Data Acquisition to help monitor our substations, and with our Outage Management System and the Advanced Meter Infrastructure technology currently being deployed, we are well positioned to be able to dramatically improve and speed up the information we receive, as well as the crew response time.

With the trend towards electrification of transportation, we are excited to introduce new content on our website to help customers learn about electric vehicles, and make educated decisions about the vehicle that is right for them.

We hope you will continue to view us as your trusted utility partner as that is the backbone of local control. We serve YOU and look forward to doing so for the next 80 years!

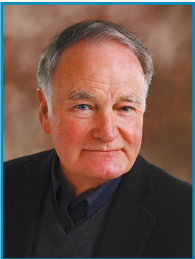
Doug Nass, General Manager

### Service Territory Comparison

Utility	Sq Miles
City of PA	15
Jefferson	250
Franklin	435
Mason 3	600
Benton	939
Clallam	2000

## 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.

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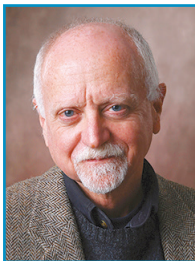


**David Anderson**  
*Secretary, District #2*

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.

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**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.

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## Contact PUD

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



## Fuel Mix

Your PUD's electricity comes from the following fuel mix (which is over 97% clean energy!):

Hydroelectric .....	86.65%
Nuclear.....	10.60%
Unspecified Resources* .....	2.74%
Natural Gas.....	0.01%
Coal.....	0.00%
Petroleum.....	0.00%
Solar.....	0.00%
Wind.....	0.00%
Other Generation .....	0.00%
Total.....	100%

\*BPA Market Purchases

# Payment Locations

In addition to the customer service offices in Carlsborg, Forks, and Sekiu, and payment kiosks in Neah Bay and Blyn, the PUD now has kiosks located in east Port Angeles in the Mt. Pleasant IGS, and west Port Angeles in the Lower Elwha Food & Fuel. These kiosks replace the payment location in downtown Port Angeles in the Country Aire store.

“By opening these two payment kiosks, we have relocated to sites within our service areas, and doubled our Port Angeles presence for our customers,” said Treasurer/Finance Manager Sean Worthington.

A payment drop box is also available in Sequim, bringing the total number of physical payment location options to seven. A 24-hour kiosk is planned for the Carlsborg Main Office location in 2020.

Payment kiosks are located in the following locations. You will need to know your account number to utilize the kiosks. These kiosks accept credit/debit VISA, MasterCard and Discover cards as well as cash and standard-size checks (no money orders), however

they do not make change (a credit is applied to your account).

### Blyn Payment Kiosk

Located inside the Longhouse Market and Deli  
271020 Highway 101  
Sequim, WA 98382

### East Port Angeles Payment Kiosk

Located inside Mt. Pleasant IGS  
3010 E. Hwy 101  
Port Angeles, WA 98362

### West Port Angeles Payment Kiosk

Located inside Lower Elwha Food & Fuel  
4773 S. Dry Creek Rd.  
Port Angeles, WA 98363

### Neah Bay Kiosk

Located inside the Makah Tribal Education & Training Center  
880 6th Avenue  
Neah Bay, WA 98357

# EV Charging Stations

Through a collaborative project between the City of Sequim and Clallam PUD, there are now two public electric vehicle (EV) charging stations at East Washington Street and North Govan Avenue.

The charging stations can be used by EVs and plug-in hybrids, and help to achieve the following objectives:

- Fill a need for public EV chargers on the North Olympic Peninsula.
- Meet sustainability objectives by encouraging lower emissions technologies.
- Meet economic development objectives by inviting EV drivers from out of town to our community.
- Help keep Sequim clean and green.



## WE NEED YOUR HELP!

The PUD is working on documenting its 80 years of history and is looking for historical photos and stories we can use in publications and in digital media.

If you had family who worked for the PUD in the past, or have other items to share, we invite you to send your stories and photos via email to [info@clallampud.net](mailto:info@clallampud.net) or mail to:

**Clallam PUD**  
**Attn. Nicole Clark**  
**PO Box 1000**  
**Carlsborg, WA 98324**

We would like to receive items during the first quarter of 2020, but will be using them throughout the whole year.

If you send anything via mail that you would like to have returned, we will scan it and mail it back to you.

Submit items along with the form below (also available for download on our website.) Thank you!

### RELEASE AND ASSIGNMENT

I hereby grant Public Utility District #1 of Clallam County (the “PUD”) permission to use my photograph, story, or artifact submittal, in any and all of its publications, including website entries, without payment or any other consideration.

I hereby assign the rights, including copyrights, to any photographs submitted by me to the PUD or taken of me or my property by the PUD for PUD promotional purposes.

I hereby authorize the editing, duplication, reproduction, copyright, exhibition, broadcast and/or use and distribution of said photographs for purposes of publicizing PUD programs or for any other lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein any such photograph appears. Additionally, I waive any right to royalties or other compensation arising from or related to the use of any such photographs.

\*\*\*\*\*

I have read this release before signing below, and I fully understand the content, meaning and impact of this release.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name





The PUD's SmartPay program has now been in place for almost two years and customers are experiencing the benefits! SmartPay gives you the ability to manage your electric account as a prepaid program, much like a prepaid cell phone plan. SmartPay can be the right account for 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.

### 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!



- 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 and kiosks.

To get started, you'll need a minimum of \$40.01 in your account. 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? Visit [www.clallampud.net/smartpay](http://www.clallampud.net/smartpay) for more information or to enroll!

*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.*



# Commercial Lighting and Heat Pump Rebates



**By Mattias Järvegren**

Up to 30 percent of the energy consumed in commercial and industrial buildings is wasted through inefficient equipment, operational practices or occupant behaviors. Almost every existing building or facility has the potential to use less electricity. Using energy wisely decreases operating expenses and adds money directly to the bottom-line.

Just like for our residential customers, Clallam County PUD offers financial incentives to help small, medium and large businesses eliminate electricity energy waste and save money. Our incentives shorten the payback on your investments in your facility and equipment and help improve your company's bottom line. And these rebates aren't just for for-profit enterprises, so if you're a school, non-profit, government agency, or any other organization where you don't consider yourself commercial, you are eligible as well.

## LED Lighting

During the past year 31 business upgraded their lighting to LED, for a total energy saving of over 1,700,000 kWh, or enough energy to power over 60 homes for a year. Most of those projects were with our large commercial customers. But if you're a small or medium sized business we don't want you to miss out on the energy and maintenance saving opportunities with LED lighting. LED lighting today is really a business case shoe in. If you are going to buy replacement lights for your interior, exterior, or warehouse space lighting it really doesn't make sense to keep changing out old and inefficient technology. And we have incentives to help reduce the cost for you. Contact us to learn how you too can participate in our LED lighting program.



And in addition to reducing energy and maintenance cost over the long term, good and efficient lighting offers additional benefits for you and your business:

1. Visual performance and comfort. As the right lighting can optimize a person's ability to perform visual tasks, it's important to carefully review the types of tasks that happen in a space when evaluating a potential lighting retrofit or redesign.
2. Positive visitor impression. Lighting has an important effect on a visitor's first impression of a space. The right lighting can help businesses cultivate the intended visitor experience.
3. Safety and security. Both indoors and outdoors, quality lighting promotes safety and peace of mind for visitors. For people approaching a building or using a parking lot, white light with a higher correlated color temperature makes outdoor areas appear brighter and feel safer.
4. Alertness, health, and well-being. Lighting can play an important role in improving the health and well-being of workers and students who spend much of their time indoors. New control systems allow a facility operator to control nearly all aspects of the lighting in their building to improve the environment for inhabitants.

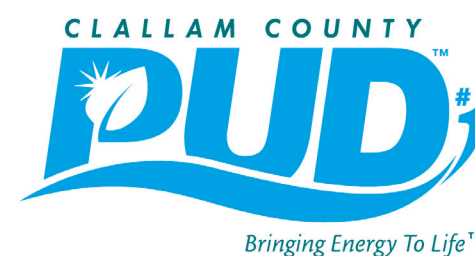
## Heat pumps and ductless heat pumps

Heat pumps and ductless heat pumps are our two most active residential programs, and we see much less demand for the same technologies among our commercial customers. Because we are hoping that will change, Bonneville Power Administration and Clallam County PUD are now offering higher rebates for these technologies in commercial applications. Currently we offer from \$100 up to \$1,000 per ton of cooling capacity, depending on if you're replacing old electric resistance heating or upgrading to a more efficient new heat pump in a facility where you already have an existing heat pump.



To participate in our commercial heat pump and ductless heat pump program you can look for a participating contractor on our participating installers list on our web page located at: <https://www.clallampud.net/participating-installers/>. Participating installers will give you bids that include the rebate amount and will reduce the upfront cost to you to purchase the heat pump equipment. If you already have a relationship with a heating contractor that's not listed on the list, please reach out to us and we will work with you to ensure that you can get the same rebate amount with the contractor that you already work with.

**If you have any questions regarding this article or if you would like to discuss any other energy saving opportunities, please don't hesitate to contact us. We work for you and want to You can reach us via the web, [www.ClallamPUD.net](http://www.ClallamPUD.net), email, [Utility.Services.Info@ClallamPUD.net](mailto:Utility.Services.Info@ClallamPUD.net) and phone, (360) 565-3249.**





# Water "Postage Stamp" Rates

***At the October 28, 2019 Commission meeting, the Commission adopted Resolution 2162-19 which established the Water and Wastewater Systems rate schedules. These rates are the result of years of movement towards what we are referring to as “postage stamp” rates.***

## **What are Postage Stamp Rates?**

Postage stamping of rates refers to the practice of combining costs for all different systems or regions of a utility and setting rates at the same level for all customers, regardless of location.

## **What are the Benefits of Postage Stamp Rates?**

Postage stamp rates are easier to administer and understand. Operational and administrative costs are reduced when water systems utilize shared resources. Accounting, legal and regulatory compliance expenses are lower when spread over a larger customer base. Postage stamp rates also help to insulate smaller systems from a large rate

increase due to expensive capital improvements or repairs. Shared capital savings allows more capital improvements to be completed without the need for additional debt.

## **When have Postage Stamp Rates been Supported?**

Since 2011, District Commissioners have approved plans to transition from separate system rates to postage stamp rates. The first Cost of Service Analysis (COSA) Report including a transition plan was published in 2011. The next COSA was completed in January 2017. This included a 10-year transition plan. The first 3 years of this plan were approved by the Board of Commissioners to begin in 2017.

## **Why Use Tier Blocks for Rates?**

A Tier Block Rate Structure is designed to capture additional costs as a customer's water use increases. As water consumption increases, there is a need for additional water rights, water storage, source and pumping capacity, and treatment and pipeline upgrades. Tier blocks promote conservation by charging less for basic water use and more for increased water usage. Conservation is efficient use of water and ensures that there is enough for everyone. Efficient use of water resources remains an important component of the PUD's strategic plan and is required by State regulations.

## **Why Revise the Tier Blocks?**

Revising the tier blocks will promote water conservation. This will allow the PUD to serve more customers with our existing infrastructure and water rights. With the revised tier blocks, the transition to postage stamp rates will take less time, and have lower average rate increases. The blocks will realign the rate tiers with average indoor and outdoor water use. The revised rates for the lowest tier will be lower and for the purpose of basic indoor water use. Creating more meaningful tier blocks will help customers prioritize water usage and allows for a proportionally lower rate increase to conservation conscientious customers who have low to average water consumption.

## **Summary**

The water rate structure seeks to accomplish uniform rates by 2024 through rate adjustments and a revised tier block structure. The tier blocks are designed to encourage conservation, and responsible management of water resources. The rate structure will meet the current and future revenue requirements of the water systems, ratepayer equitability, and stable rate increases with minimal impact to the average customer.





# 2020 Electric Rates

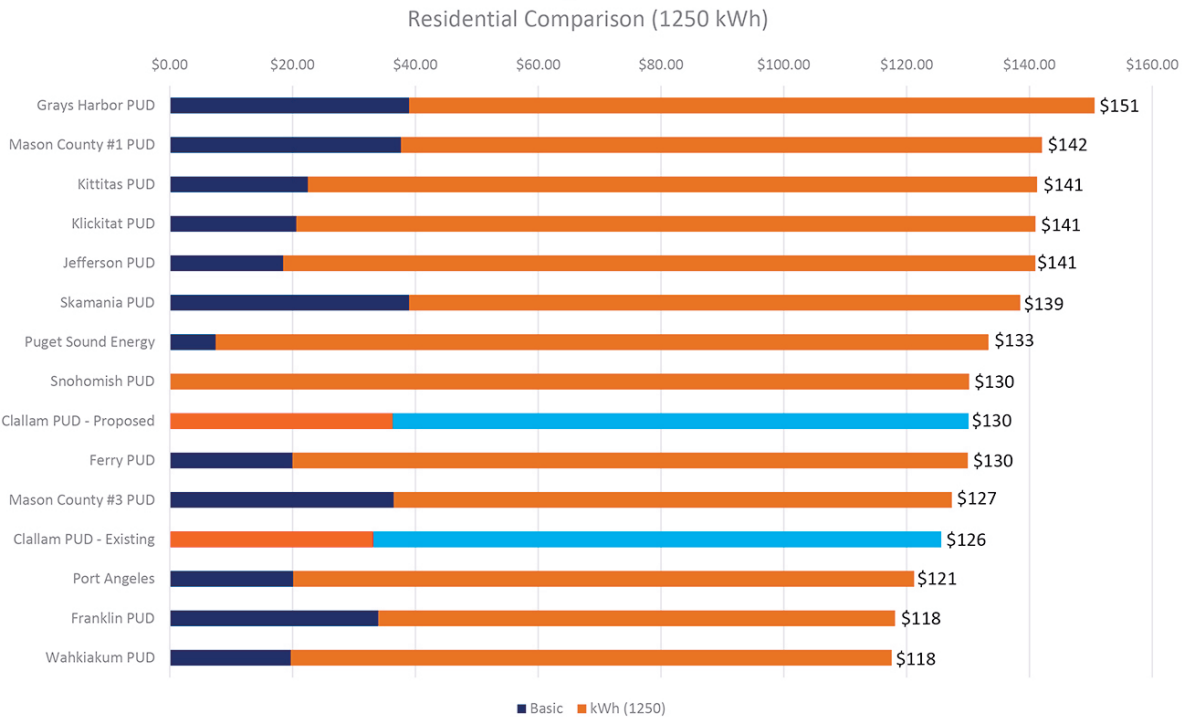
At the December 9, 2019 Commission meeting, the Board of Commissioners approved the 2020 budget which included an average electric rate increase of 3.5% which will go into effect April 1 of both 2020 and 2021.

The rates, set by your locally controlled PUD are designed to recover costs and maintain financial stability.

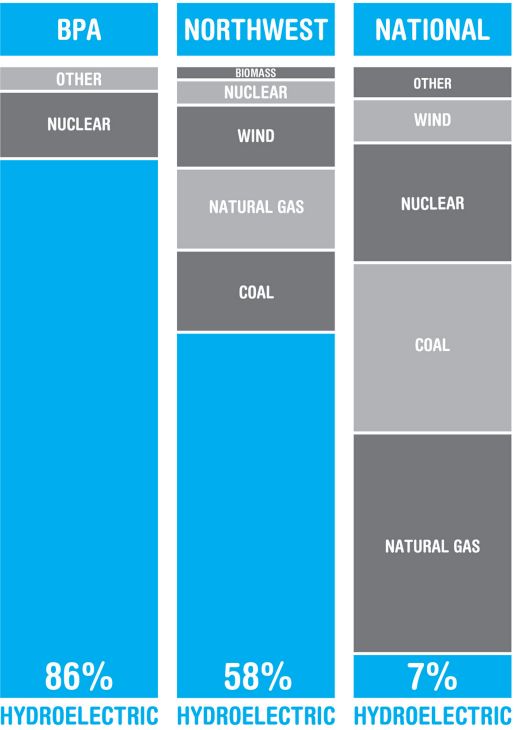
We are fortunate to enjoy some of the lowest rates in the country, due to the abundance of carbon-free, clean, and renewable hydropower.

It is especially challenging to maintain these low rates considering the vast expanse of our service area, when compared to other utilities of similar numbers of meters.

## Residential Rate Survey



## Energy Sources



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



\*ALL FIGURES FROM 2018

## Average Price per kWh

Rank	State	Cents/kWh
1	Louisiana	9.57
2	Washington	10.06
3	Arkansas	10.08
4	Idaho	10.18
5	Oklahoma	10.61
	US Average	13.30
47	Connecticut	21.29
48	Massachusetts	21.54
49	Rhode Island	21.76
50	Alaska	23.56
51	Hawaii	31.16

\*Source eia.gov August 2019

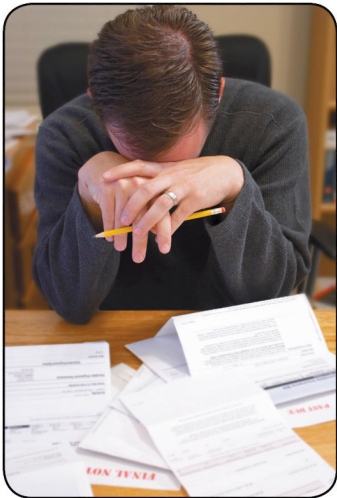


**Round up your bill and donate to the Neighborly Assistance fund!**

There are those around us who occasionally need a helping hand. The Neighborly 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 Neighborly Assistance Program by printing and filling out the enrollment form shown here and including it in your bill payment envelope, or you can sign up for the program by contacting any PUD office.



**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 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 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: \_\_\_\_\_

**WATER IS POWER.** The lifeblood of the Northwest.  
**Hydropower** is our heartbeat.  
**FUELING OUR ECONOMY AND WAY OF LIFE.**  
The most dependable of Mother Nature's energy sources.  
**Constantly replenished**  
**courtesy of the water cycle.**  
**EACH DROP WORKS HARD AS IT RUNS DOWNRIVER.**  
We work hard to make the most of each drop.  
The strength of the river, flowing to your light switch.  
**HYDROPOWER**  
**IS THERE WHEN WE NEED IT.**  
**A PUBLIC RESOURCE FOR THE PUBLIC GOOD.**  
So reliable it never even crosses our minds.  
**LOCAL, CLEAN & CARBON FREE.**  
**Allowing us to breathe easy.**  
**FROM RAIN DROP TO KILOWATT. WATER IS POWER.**  
**TOGETHER WE POWER LIFE**  
**IN THE NORTHWEST.**  
[www.bpa.gov/HydroFlowsHere](http://www.bpa.gov/HydroFlowsHere)