

HOTLINE

News From Your Public Power Utility • 3rd Quarter, 2020



PUD employees working from home and practicing social distancing when in the field!



An illegal felling of a tree took down transmission lines, knocking out power to the West End, and damaging the culprit's truck in the process.



INSIDE:

MESSAGE FROM GENERAL MANAGER	PAGE 2
NEW MAIN OFFICE KIOSK	PAGE 3
RELIABLE PUBLIC POWER PROVIDER/ COVID-19 CUSTOMER SUPPORT	PAGE 4-5
HEAT PUMP WATER HEATERS	PAGE 6-7
YOUR UTILITY	PAGE 8

Clallam County PUD
PO Box 1000
Carlsborg, WA 98324

Postal Customer

PRSRT 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,

First of all, I would like to thank our customers for their patience over the past quarter, which has been entirely immersed in COVID-19 response.

We recognize that it has been an inconvenience to not be able to physically enter a customer service location. As an essential business we quickly acted to implement measures to protect both our employees and the public with the intent to keep our employees safe so that we could maintain reliable service.

Of course as businesses shut down, and people were cut off from employment, our customer service team and phone lines were hit with heavy call volume. We appreciate your patience as we worked through those initial couple of weeks. We were early to halt disconnects and late fees, and will be extending that beyond the mandated deadline to July 31st.

While this event has had an impact on our planned infrastructure projects for this year, we are also proud to share the news we have yet again received the Reliable Public Power Provider (RP3) designation from the American Public Power Association. Read more about this on page 4.

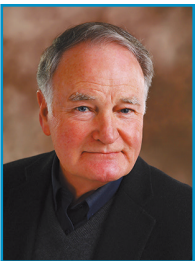
Now that Clallam County is in Phase 2, I hope there is a renewed sense of optimism. Please visit our COVID-19 customer support page for information about our programs and links to further resources at <https://clallampud.net/covid-19-customer-support/>

As always, please keep yourselves and your families safe!

Doug Nass, General Manager

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 • 360-565-3512

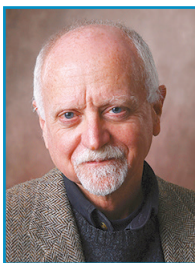


David Anderson
Secretary, District #2

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 • 360-565-3528



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 • 360-565-3521

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:

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

New Kiosk at PUD Main Office

A new payment kiosk has been installed at the Carlsborg Main Office in the lobby foyer. The outer doors will remain unlocked 24/7 for customer access since our facilities are still otherwise closed to the public due to COVID-19

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.

Consider also utilizing our SmartHub mobile app where you can receive your statements electronically, pay your bill, monitor energy usage and report outages all from the palm of your hand, 24/7!

Blyn Payment Kiosk

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

***NEW* Carlsborg Main Office Kiosk**

104 Hooker Road, 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 (Facility closed under COVID-19 until further notice)

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



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.



Clallam PUD Earns Diamond Level Reliable Public Power Provider Designation

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

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 only 275 public power utilities, of over 2,000 nationwide, that hold the RP3 designation. This is the third time that Clallam PUD has received the designation; this year receiving a perfect 100-point score and earning the top Diamond level designation.

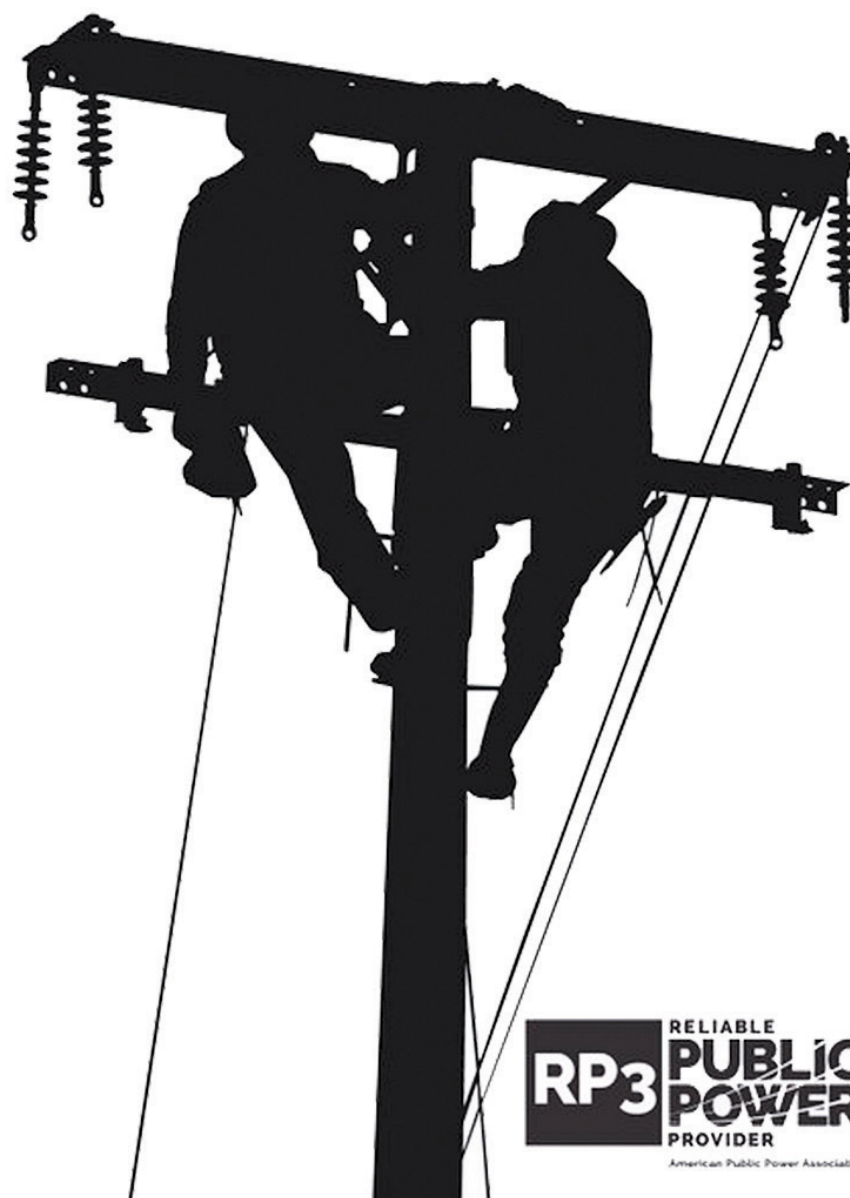
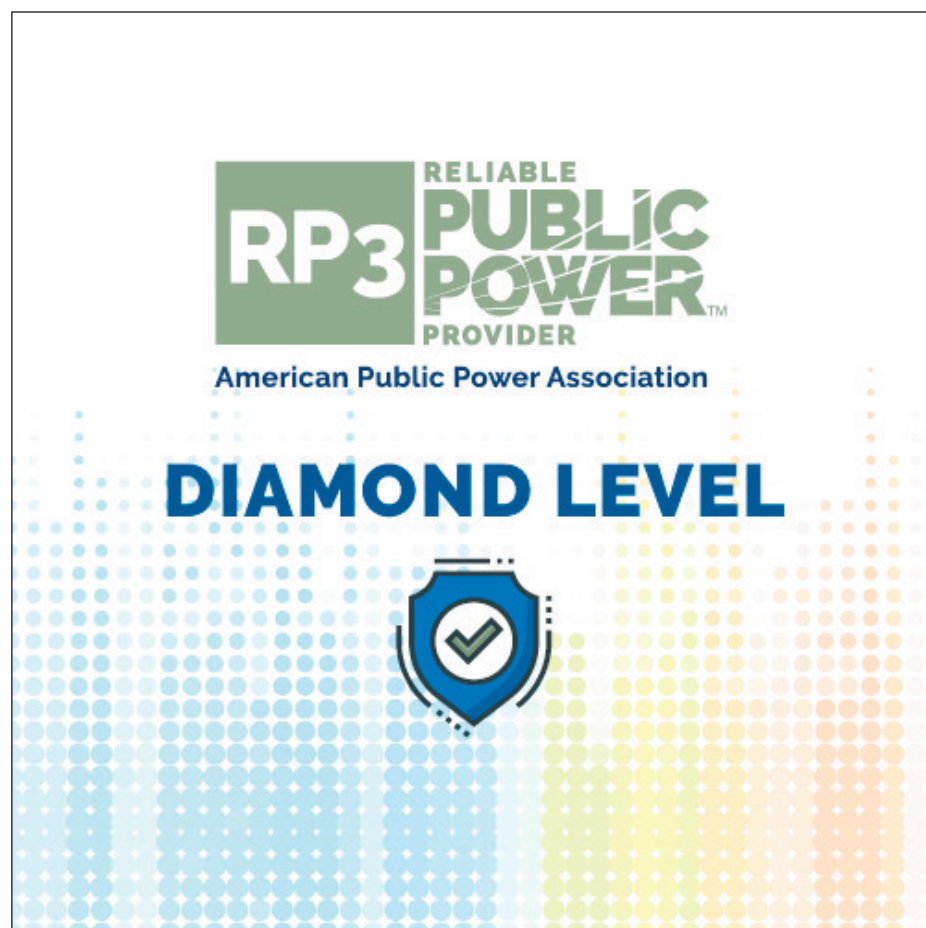
“Receiving an RP3 designation is a great honor and demonstrates a utility’s commitment to implementing industry best practices in utility operations,” says Aaron Haderle, Chair of the American Public Power Association’s RP3 Review Panel. “RP3 utilities are consistently looking to improve their workforce, system reliability, and safety to serve their communities better.”

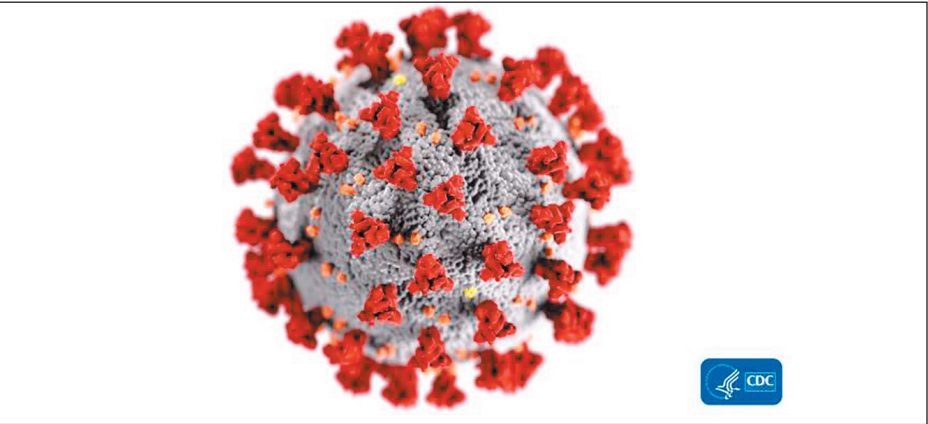
“This is a great tribute to all of the PUD’s employees,” said Doug Nass, General

Manager of Clallam PUD. “Our employees take a lot of pride in the work we do to power our community. It’s nice to be recognized as among the ‘best of the best’ on a national level.”

Clallam PUD has 145 employees, and serves over 31,000 accounts in Clallam County with energy from 98% clean, renewable, affordable and carbon-free sources.

The American Public Power Association has offered the RP3 designation for 15 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.





COVID-19 Customer Support Programs

Governor Inslee has issued Proclamation 20-23, pertaining to Utility Ratepayer Assistance and Preservation of Essential Services. Clallam PUD is committed to keeping our customers connected to essential services during the COVID-19 pandemic emergency.

If you are experiencing hardship as a result of the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance. This Proclamation does not relieve customers from the obligation to pay for utility services.

While public utility districts are not governed by the Utilities & Transportation Commission (UTC), they have been designated as the single point of contact within State government for customers seeking bill assistance information. The UTC Hotline number is 1-888-333-WUTC or email consumer@utc.wa.gov

We understand that many customers may be experiencing hardship during this time due to job layoffs or reduced hours. Please note that we have suspended disconnects and late fees through the end of July, even though you may still receive an automated disconnect notification generated by the system. Balances owed will still need to be paid. If you feel you will have difficulty paying your bill, please contact our customer service department at 360-452-9771 so we can arrange a payment plan with you. For information on all of our customer support and assistance programs please visit <https://clallampud.net/covid-19-customer-support/>

We encourage managing your energy usage wisely, especially if you have more household members staying home than is normal. For tips on ways to save energy visit the Energy.gov energy saver page at <https://www.energy.gov/energysaver/energy-saver>

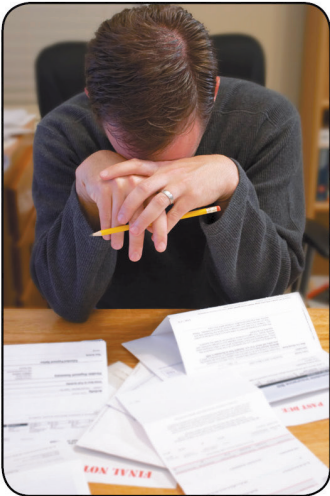
Clallam PUD also offers a pre-paid meter account called “SmartPay.” This works similar to a prepaid cell phone plan. The benefit is that if you currently have a deposit on file with us, by switching to SmartPay, that deposit is freed up and applied to your balance. Find out more at <https://clallampud.net/smartpay/>

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: _____

Heat Pump Water Heaters

By **Mattias Järvegren, Utility Service Coordinator**



When was the last time you checked on your water heater? “Out of sight, out of mind” is the old adage that sums up how much we think about our water heaters. As long as we have hot water when we give the hot water tap a twist, we don’t often think about the appliance that’s tucked away in the garage,

basement or utility room.

But, your water heater is one of the most inefficient appliances in your home. In fact, electric water heaters account for an average of 18 percent of a home’s electrical energy costs, according to www.energy.gov. And the older your water heater the less energy efficient it is.

Enter heat pump water heaters: Heat pumps and ductless heat pumps have long been the standard for energy efficiency heating equipment. Now the same technology is being used to make water heating more efficient as well. According to a study by Pacific Northwest National Laboratory from 2015, heat pump water heaters can use as much as 63% less energy than traditional electric water heaters.

How does a heat pump water heater work?

Heat pump water heaters use electricity to move heat from one place to another, using refrigerant and a compressor, rather than generating their own heat like a traditional electric resistance water heater. This makes them two to three times more efficient, according to the U.S. Department of Energy (DOE). Think of a heat pump water heater as a refrigerator working in reverse.

- A refrigerator pulls heat from inside a box and dumps it out into whatever room it’s in.
- An electric pump water heater pulls heat from the surrounding air and dumps it, at a higher temperature, into a tank to heat water.

Heat pump water heaters are sometimes called “hybrid” water heaters because, during periods of high hot water use, they can switch to standard electric resistance heat automatically. You can use your unit’s

control panel to set the water heater to various settings, including hybrid mode. If you don’t want it to switch over automatically, simply set it to the regular heat pump mode.

Many control panels have multiple settings and modes to maximize energy savings. If both of your kids are showering at the same time in different bathrooms while you’re running the dishwasher, you can switch it to “High-demand” or “Hybrid” mode to get adequate hot water. Hybrid mode is the most energy efficient mode for daily use.

How much will a heat pump water heater save you?

Even though this is one of the most common questions that we get, it is also one of the trickiest questions that we get. The answer of course, it depends. Things that you’d need to know in order to answer that question fully includes; ‘How large is your current water heater?’ ‘How many individuals do you have living in your household, using hot water?’ ‘Any teenagers?’ Approximately, a heat pump water heater can save your household of four people around \$330 a year on your electric bill, according to the government website ENERGY STAR. That adds up to a savings of around \$3,400 over the ten year typical life of a heat pump water heater. If your family is closer to the size of the Brady Bunch, you’ll save even more on your electric bill each year. The larger your family is and the more hot water that you use, the quicker you’ll see a return on investment.

How much will a heat pump water heater cost you?

Like most things that operate more efficiently and save you money, a heat pump water heater costs more than a traditional electric resistance water heater. A 50-gallon heat pump water heater on its own can go for around \$1,300, while its older, conventional cousin the electric resistance water heater can be purchased for closer to \$500. And then you have a somewhat higher installation cost that you’re going to have to add to the cost.

It’s recommended you have a professional install your heat pump water heater to maximize its energy efficiency. Here at Clallam County PUD we have just begun to pull together a list of participating heat pump water heater installers. You can access that list at <https://clallampud.net/water-heater-rebates/>

Of course we also recommend that you get a couple bids to evaluate, so if you end up using a plumber that’s not signed up as a Participating Installer, you may still apply for our \$500 mail in rebate coupon. You can also use the rebate coupon if you insist on doing your own installation. You can find that rebate coupon on our website at the above link. In either case, our customers are only eligible for one rebate.





STANDARD ELECTRIC WATER HEATER

- ☒ Heats Water
- ☒ Built To Last
- ☒ High Quality
- ☐ Uses Up To 50% Less Energy



HEAT PUMP WATER HEATER

- ☒ Heats Water
- ☒ Built To Last
- ☒ High Quality
- ☒ Uses Up To 50% Less Energy

POLE TEST & TREAT

Pacific Pole Inspections (PPI) will be performing pole testing and treating under contract with the PUD now until November 6, beginning at Diamond Point and working towards Sequim.

PPI will have white trucks and a four-wheeler as transportation to conduct work. If you have any questions during this time please contact us at: **360-452-9771** or **info@clallampud.net**.





RESOURCE ADEQUACY

(n.) The amount of power supply needed to meet energy needs across a wide range of weather and power system conditions.

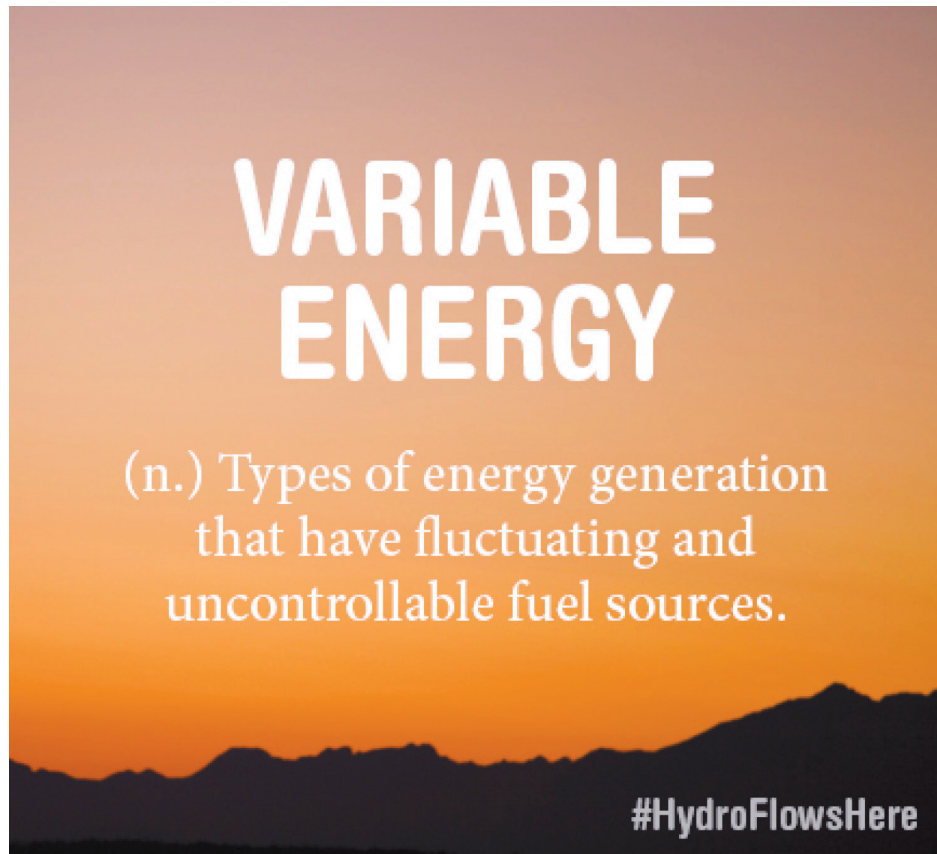
#HydroFlowsHere



DISPATCHABLE GENERATION

(n.) Sources of electricity generation the can be increased or decreased to meet fluctuations in electricity demand.

#HydroFlowsHere



VARIABLE ENERGY

(n.) Types of energy generation that have fluctuating and uncontrollable fuel sources.

#HydroFlowsHere



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



Know what's below.
Call before you dig.

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