

# HOTLINE

News From Your Public Power Utility • 4th Quarter, 2020



The PUD participates in the ribbon-cutting event to celebrate the reopening of Fir St. in Sequim.

## INSIDE:

MESSAGE FROM THE GENERAL MANAGER .....	PAGE 2
PUBLIC POWER WEEK.....	PAGE 3
OUTAGE PREPARATION / LED AREA LIGHTING REBATE...	PAGE 4-5
CHANGE YOUR FILTER /	
IMAGINE A DAY WITHOUT WATER.....	PAGE 6-7
YOUR UTILITY .....	PAGE 8

The PUD's vegetation management crew clears brush to mitigate outages.

Clallam County PUD  
PO Box 1090  
Port Angeles, WA 98362

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,

Welcome to Fall! While our normal Fall newsletter has us discussing outage season preparation and Public Power Week, we have a more somber message we need to share.

As we well know by now, this has been a difficult year. As we celebrate Public Power Week October 4-10, we are reminded that we are fortunate to be able to exert local control as a public utility. We have been diligent about contacting customers to arrange long term payment plans since we halted late fees and disconnections back in March. Since then, Governor Inslee issued Proclamations mandating a moratorium on late fees and disconnects, which postpones, but does not forgive, past due amounts. As of the writing of this message, these moratoriums are set to expire on October 15. Even if they are extended, it is only a matter of time before things return to normal. When that happens there are customers of many utilities across the state who will be in financial distress if they have fallen behind on their bills. For this reason we were concerned when the moratorium was extended into October since we would be entering the period in our County where energy usage tends to increase due to cooler weather. It was our hope that the moratorium would have been lifted prior to that so things would return to normal and we could have customers established in manageable payment plans before their energy usage increased, placing them further into arrears. We must emphasize that the arrears amounts are NOT forgiven

and need to be collected. The sooner we can work with a customer to establish a payment plan, the lower the financial impact will be.

We are the subrecipient of CARES funds from the County to be used towards residential utility assistance. These funds are limited and available on a first come, first served basis. With the continuing moratorium there has been a lack of urgency for customers to apply for these funds. We sincerely want to be able to help as many customers as possible and not have to have remaining funds that expire. If you or someone you know is a Clallam PUD residential customer and in need of utility assistance, please visit <https://clallampud.net/covid-19-customer-support/> for information and the online or print application. Once all CARES funds are depleted, there are still other resources listed on that page for customer and business assistance. If you have been fortunate enough to have had little impact due to COVID-19, and would like to be able to help your community members, consider donating to our Neighborly Assistance Fund. You can find out more about that program on our website at <https://clallampud.net/neighborly-assistance/> or call us at 360-452-9771.

We look forward to continuing to provide you with reliable service during these challenging times. As always, please keep yourselves and your families safe!

Doug Nass,  
General Manager

## Contact PUD

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



## Fuel Mix

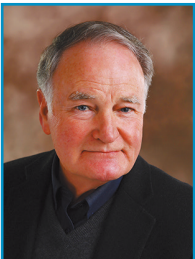
Your PUD's electricity  
comes from the  
following fuel mix:  
Updated for 2019:

Hydroelectric .....	83.31%
Nuclear .....	11.35%
Unspecified Resources* .....	5.34%
Natural Gas .....	0.00%
Coal .....	0.00%
Petroleum .....	0.00%
Solar .....	0.00%
Wind .....	0.00%
Other Generation .....	0.00%
Total .....	100%

\*BPA Market Purchases

## 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

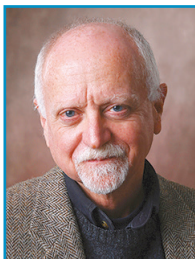


David Anderson  
Secretary, District #2

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



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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## PUBLIC POWER WEEK

# PUBLIC POWER: The Community-Owned Advantage

Clallam PUD is one of more than 2,000 public power utilities that provide electricity to more than 49 million people across the country. Clallam PUD has been a presence alongside our customers in Clallam County ever since 1940. Public power utilities are community-owned, which means the customers of Clallam PUD are included in the decision-making process. Knowing our community and its needs helps us keep homes, businesses, and public places powered yearround. Another benefit you receive from Clallam PUD's not-for-profit business model is that Clallam PUD's electricity rates are some of the lowest in the state and nation. Clallam PUD's strong commitment to our community can also be seen in how we've supported our neighbors like you through the pandemic. As a not-for-profit public power utility, our loyalty is to our customers – not stockholders. We take pride in our governance structure, with an elected policy board comprising local customers, that has open meetings the 2nd and 4th Mondays each month. Currently we are meeting by video conference. You can view the meeting agenda and access the meeting link at <https://clallampud.net/commission-meetings/>. Clallam PUD will continue to provide cost-effective, reliable electricity. We thank you for your support of public power — an American tradition that works. Join us in recognizing Public Power Week (#PublicPowerWeek) Sunday, Oct. 4, through Saturday, Oct. 10.



American Public Power Association

## DIAMOND LEVEL



### CLALLAM PUD COVID-19 FINANCIAL ASSISTANCE

Clallam PUD is a subrecipient of CARES funds from the County that are available specifically for Clallam PUD residential customers who have suffered a financial hardship directly related to COVID-19 (job loss, reduced hours, etc.). ***Funds are limited and available to qualifying applicants on a first come, first serve basis until the funds are depleted.***

To apply, customers should visit the Clallam PUD COVID-19 customer support page at:

**[www.clallampud.net/covid-19-customer-support](http://www.clallampud.net/covid-19-customer-support)**

to apply online or print the application. Early application is recommended as PUD staff needs a minimum of five business days to process the applications. ***Customers should be prepared to submit supporting documentation with application.***







***Each year at about this time we provide information about how our customers can be prepared for outage season. Some of the most damaging storm occur early in the season when the leaves are still on trees, causing extra weight that rips branches off and downs trees.***

Generally we recommend that you check the batteries in your flashlights, test your generator if you have one, and have enough nonperishable food and water on hand. This year with the pandemic however, there is a new consideration – your freezer. Part of the ripple effect of COVID-19 was that freezers sold out as



people stocked up on groceries, whether to reduce the frequency of going to the store, or out of fears of hoarding like we experienced with toilet paper and cleaning supplies early on.

The result of “freezer fever”, in addition to an added draw on your household energy usage, is that now you should also be prepared to protect the contents of your freezer in the case of a power outage.

One of the easiest things you can do is freeze containers, such as plastic gallon milk containers, of water which will help keep your food cold. If an outage occurs, keep the freezer doors closed to maintain

the temperature. The FDA advises that a refrigerator will keep food cold for about 4 hours and a FULL freezer approximately 48 hours if the door remains closed. For their complete food and water safety tips visit <https://www.fda.gov/food/buy-store-serve-safe-food/food-and-water-safety-during-power-outages-and-floods>. Share this information with your friends and neighbors as there are a lot of new freezer owners out there!

If your power goes out, the first thing you should do is check your breaker box for blown fuses or tripped breakers. If they’re OK, check to see if your neighbors have power. Call 360-452-9771 or 800-542-7859.

You can also use the SmartHub mobile app to report an outage, located under the “Service Status” icon. This is particularly handy in the event of a large outage where all of our inbound phone lines may be busy.

Once you’ve reported your outage, listen to the radio for outage updates or, if you have a smart phone, visit [www.clallampud.net](http://www.clallampud.net) where we will post outage information on our homepage. Our outage map will update so you can see the location of the outages, and know that we are aware and responding.

Updates will be posted as new information comes in. Please be patient as it can take some time, depending on location, for our crews to arrive on scene and assess the situation.



# LED area lighting rebates for residential and commercial customers

As we approach fall, the days shorten, and nights get longer and you may notice that some of the area lights that you have around the perimeter of your building are no longer working. This year, rather than fixing the light by buying a new light bulb for the light fixture, how about you just replace that old lighting with a new LED light? After you claim the PUD’s LED area light rebate, it may actually be cheaper to install a new LED light than it is to just replace the bulb. And it definitely is cheaper if you factor in the reduced energy use of a low-wattage LED exterior light, and the fact that a new LED light will last significantly longer than any of the traditional lighting technologies.

The LED rebate is specifically targeted to replace what’s commonly referred to as high intensity discharge (HID) lighting, such as mercury vapor, low pressure sodium, and metal halide lights. The rebate coupon is available to print on our website at [www.ClallamPUD.net/commercial-industrial](http://www.ClallamPUD.net/commercial-industrial). Just don’t let the fact that we are hosting the coupon on our commercial and industrial incentive programs page dissuade you. This coupon is for any of our customers that own HID lighting, so use the rebate to replace that old barn light that you have as well.

### Best practices

When installing outside lighting it’s always important to think of your neighbor. You don’t want the light that provides security for you, to keep your neighbor up at night. So make sure that the light that you install is properly shielded so that the light only shines where you need it. You also don’t want to have much blue in lighting at night, so choose a color temperature of no more than 3000 Kelvin. Lastly, we all love our rural living and in order to preserve the clear night sky we recommend using dark sky approved exterior light fixtures.

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. 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.

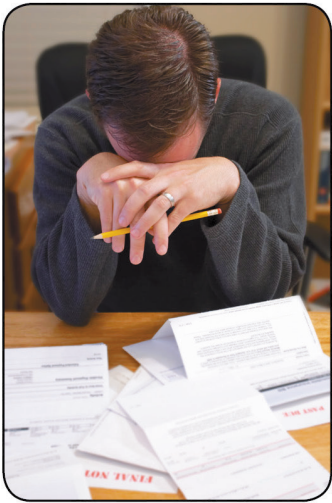


### Round up your bill and donate to the Neighborly Assistance fund!

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: \_\_\_\_\_



# Check and Change Your Filter



**By Mattias Järvegren**  
**Utility Service Coordinator**

Heat pumps, ductless heat pumps, heat pump water heaters, and even refrigerators. They all work the same, moving heat from one place to another. Your fridge moves the heat from inside of the fridge to outside of it, in order to keep your food cold. The heat pump water heater uses the air temperature in your garage to heat the water in your water tank. Whereas heat pumps and ductless heat pumps move energy from outside of your home to the inside in the winter time, and in summer they move the heat from inside of your home to the outside in order to cool your home when it's warm outside.

In order to move the heat efficiently, and for the equipment to last a long time, they all rely on clean heat exchangers so heat is transferred with ease and that heat doesn't build up in the compressor, which is

the central mechanical component that makes it all work.

In heat pumps, ductless heat pumps, and heat pump water heaters there's a filter that should be cleaned or changed regularly. Failing to clean or change the filter will cause the equipment to work poorly, and ultimately fail.

Based on experience, most of us don't check and change the filters on our equipment nearly enough. Our recommendation is to set a reminder and check the filter every two months to start. If

you find that every two months is too often, and the filter looks fairly clean after a couple of months, then back off to every three months. New filters are inexpensive. It's easy to clean the filters that you just have to wash off, so you really can't change your filters too often. And checking and cleaning your filters is one of the best habits that you can create for yourself if you want your equipment to perform efficiently and last for a long time.

Refrigerators are only different in that they typically don't have a filter to protect the heat exchanger, but its heat exchanger should be cleaned up and vacuumed just the same, and just as often. The heat exchanger for your fridge can be found either around the back of it, or underneath. Just bring out your vacuum cleaner, and a long thin brush to help wipe off the built up dust.

If you haven't looked at your heat pump, ductless heat pump, heat pump water heater, or refrigerator for a while, I think you'll be quite surprised just how dirty they can get. So, put it on your calendar, and get those filters cleaned every couple of months.

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. 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.



## COMMERCIAL HEAT PUMP INCENTIVES

Increased incentives during our Fall 2020 commercial heat pump promotion! Upgrade your business to a high efficiency heat pump before we go into the cooler months. Instant rebates from participating heating contractors include:

- \$1,250 per ton for ducted or ductless eligible heat pumps when you're replacing existing electric resistance heat.
- \$400 per ton if you're upgrading an existing heat pump to a new more efficient ductless heat pump
- \$200 per ton if you're upgrading an existing heat pump to a new more efficient regular heat pump



[www.clallampud.net/commercial-industrial](http://www.clallampud.net/commercial-industrial)



# Imagine a Day Without Water: Commit to a sustainable water future for all

This year, our country faced an enormous public health crisis from the coronavirus pandemic. Throughout this emergency, water and wastewater systems kept the water flowing in homes, hospitals, and essential businesses. This crisis demonstrated the critical role that water and wastewater systems play in their communities, protecting public health, safeguarding the environment, and making a healthy economy possible. It is easy to imagine how much worse the pandemic would have been without widespread access to water infrastructure. Without reliable drinking water and sanitation, Americans would be unable to stay safe and limit the spread. In communities with inadequate water and wastewater infrastructure, the public health consequences have been dire.

On October 21, 2020 we Imagine a Day Without Water. It's a day to pause and notice the way that water systems impact our lives and communities, and commit to ensuring a sustainable water future for generations to come. What would your day be like if you couldn't turn on the tap and get clean drinking water, or if you flushed the toilet and wastewater didn't go anywhere? What would happen to restaurants, hospitals, firefighters, farms, breweries, or the



## Imagine a Day Without Water

October 21, 2020



***In 1939, before the arrival of Columbia River hydropower to her farm, this woman did laundry with a washtub and scrub board. Rural communities couldn't use electric washing machines - which had been around for years - until they were connected to the power grid. #HydroFlowsHere***

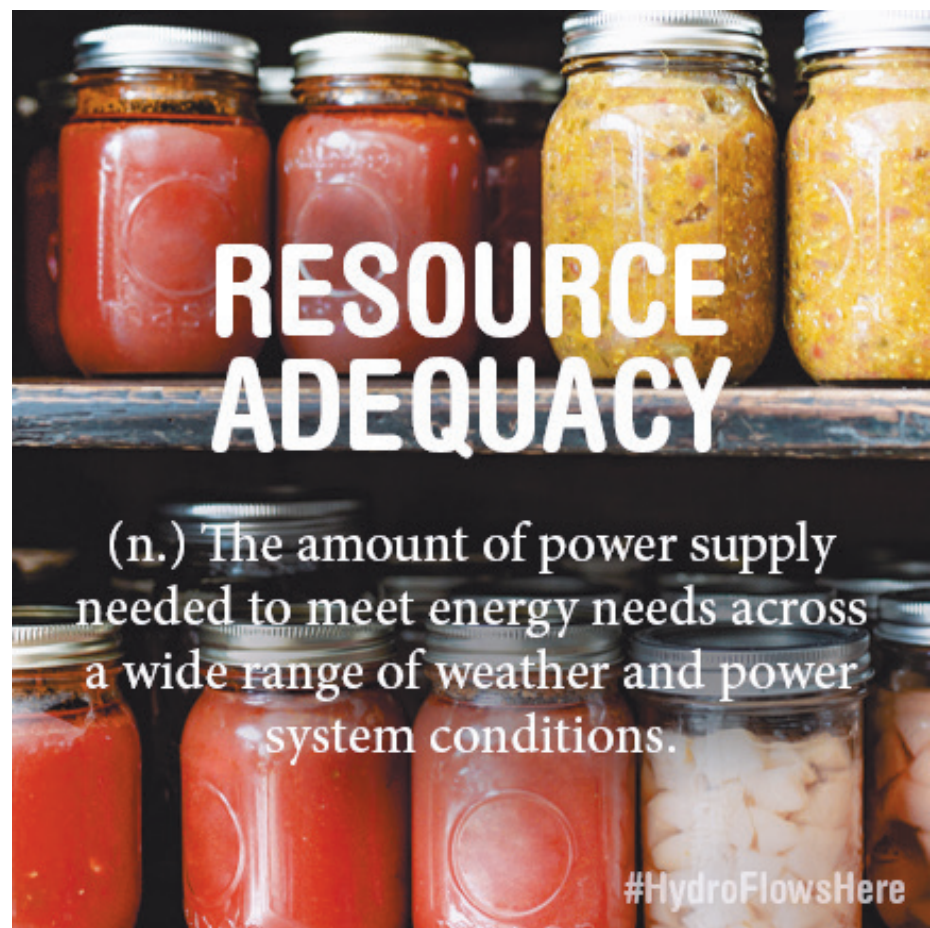
hundreds of industries that depend on water?

Millions of Americans take water service for granted every day. Turn on the tap, and clean water flows out. Flush the toilet, and dirty water goes away. Washing our hands regularly is one of the most important steps to take to limit the spread of coronavirus, and we usually don't stop to think about the impressive infrastructure and treatment required to make sure the water comes out when you open the tap, or safely returns water to the environment from your sink. But the truth is, our water and wastewater systems are getting older -- some were installed a century ago -- and everyone should be concerned with the vulnerability of those systems.

While we continue to enjoy high quality and reliable water service now, maintaining that level of service is going to be harder and harder as America's water infrastructure continues to deteriorate. Meanwhile, new threats from record rainfalls, flooding, toxic algae, drought and wildfires threaten our critical water systems. There are even communities, especially in many rural places across the country, that have never had access to infrastructure in the first place.

As we look at ways to help lift our economy out of the recession, investing in water infrastructure is a winning solution. Investing in water creates cascading economic benefits, strengthening American competitiveness, raising GDP, creating jobs and increasing wages. Investing in water provides a path to economic recovery. Imagine a Day Without Water is an opportunity for everyone to get educated about our local water systems and raise awareness with our elected leaders. We need leadership at every level to work together to ensure a reliable water future for generations to come. Investing in water is investing in a future where no American will have to imagine a day without water.



A photograph of several glass jars filled with various colored jams (red, orange, yellow) on a wooden shelf.

# RESOURCE ADEQUACY

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

#HydroFlowsHere

## 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!



# What did the river say to the ocean?

It's been nice running into you.



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

A photograph of a person's legs and hands as they use a shovel to dig in the ground.The 811 logo, featuring the number 811 in a stylized font with a shovel icon.

Know what's below.  
Call before you dig.

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