

HOTLINE

News From Your Public Power Utility • 1st Quarter, 2021



**Clockwise from top left: Utility sunrise.
Flagging in the time of COVID-19.
Replacing a broken pole as the sun sets.
Car vs. pole accident.**

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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,

I'm going to start out with gratitude and thankfulness in wishing you a Happy New Year! Certainly 2020 was one of the strangest and most unexpected of my 40-plus year career.

I sincerely appreciate the patience our customers have had while our offices have been closed to the public. I do not yet know when we will be able to reopen. We evaluate not only based on current State restrictions, but also on how best to keep our employees, considered essential workers, safe at work and also our customers safe. We have largely been back in the office except where we cannot effectively distance according to best practices. Some of this has meant spreading out into adjoining areas which previously had been public spaces. For this reason we fast-tracked the installation of payment kiosks across the county to help mitigate the impact to customers. You can read more about our latest addition on page 3.

I am proud to share that at the end of October it was announced that Clallam PUD had received the Smart Energy Provider (SEP) designation from the American Public Power Association. This, in addition to our Reliable Public Power Provider (RP3) designation, is a recognition of best practices in the public power industry. I invite you to read the article on page 7 that explains why you, as a customer, benefit from these designations. These designations have been given to less than 14% of all 2,000 public utilities.

Finally, one of the great things about public power is local governance and you make it happen. We enter the new year with newly-elected Commissioner Rick Paschall joining the Clallam PUD Board of Commissioners and extend a sincere "Welcome!" to him. As always, their meetings are open to the public and are still being held by Zoom so we invite you to join us to learn about your public power utility! We welcome your comments and questions at info@clallampud.net.

Doug Nass,
General Manager

Contact PUD

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



Fuel Mix

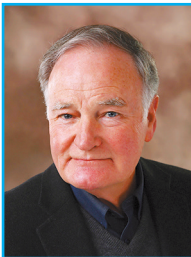
Your PUD's electricity
comes from the
following fuel mix:
Updated for 2018:

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

Commissioners

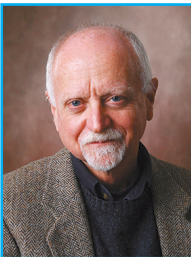
Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings the 2nd and 4th Mondays monthly at 1:30 p.m. at our Carlsborg Main Office.



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



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

Rick Paschall
Commissioner,
District 2
Information
Coming Soon!

Thank you to Commissioner David Anderson

On Monday, November 23, 2020 the PUD Commissioners formally recognized and thanked Commissioner David Anderson for his service to the PUD and its ratepayers.

By RCW, Commissioner Anderson's last day was November 24 as that was the day the election results were certified in Clallam County. A resolution of appreciation was adopted which read:

WHEREAS, Commissioner David Anderson's term is ending effective November 24, 2020; and

WHEREAS, Commissioner Anderson has diligently committed his time, experience and knowledge to serve as a PUD Commissioner in completing the term left vacant by the resignation of Commissioner Haffner; and

WHEREAS, Commissioner Anderson has been an invaluable asset in providing responsible and thoughtful governance, now, therefore, be it

RESOLVED, That appreciation and recognition be extended to Commissioner Anderson for service provided to Clallam PUD and to the PUD ratepayers of Clallam County.

PASSED by the Board of Commissioners of Public Utility District No. 1 of Clallam County, Washington, this 23rd day of November, 2020.

Newly-elected Commissioner Rick Paschall joined the Commissioners for his first meeting on December 14, 2020. Look for an introduction and bio in the next issue of the HotLine!



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!



New 24/7 Kiosk at Sekiu Office

A new payment kiosk has been installed at the Sekiu Office on the same side of the building as the drive-through window.

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

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

Sekiu Office Kiosk

15 Sekiu Airport Road
Sekiu, WA 98381

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

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.



Know Your Heating System



By Mattias Järvegren
Utility Service Coordinator

Winter is that time of year when it's especially good to understand how to use your heating system to keep you warm, and to do it in a way where your bill doesn't run up and get out of hand. It used to be a simple effort and we at the utilities would tell our customer "Set your thermostat back". Now with heat pumps becoming more ubiquitous, it's not as straightforward of an answer.

Today I will tell you that it depends on your heating system.

Baseboards, Wall Cadets, and Electric Furnaces

These are your traditional electric resistance heating sources that all work essentially the same way to heat your house. A couple of them have a fan to push the warm air out, but at its core they all have an electric heating element that gets warm when an electrical current runs through it, very much like your toaster. It's an effective, but fairly expensive way to heat your home. These are the heating system types that you should turn down or off when you don't

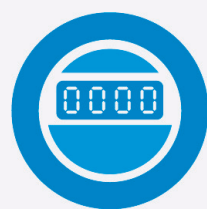
use them. There's still an old myth going around that says that it costs more to warm your house up, if you turn your heat down, but that's simply not true. If you have any of these types of heating systems, you should turn the heat down when you don't need it as warm. For instance, if you're away at work during the day, set the temperature down to 60F while you're away, and turn it back up after you get home. When you go to bed at night, and you're going to be sleeping under the warm bed covers, turn the heat down to 60F, and turn it back up again in the morning. This simple practice can make the largest, most meaningful difference if you're trying to manage your heating bill.

If it's an electric furnace that you have, we urge you to consider installing a smart thermostat. These thermostats will allow you to program a schedule to automatically adjust your thermostat settings to ensure that you're warm when you're up and doing things around these, and to turn the thermostats down when you're out or asleep, and it makes sense to not use as much energy to keep the house warm. We currently have a smart thermostat rebate – find out more at <https://clallampud.net/smart-thermostat-rebate/>

Heat Pumps

Heat pumps are very different from your traditional electric resistance heating systems, and have more in common with your refrigerator than they do your toaster. Just like your refrigerator they use a compressor to pump heat into your house. The heat pump extracts heat from the outside air via the unit that's located on the outside, and literally pumps it into your house. It's this process that makes them so efficient. When operating as intended, they can move more heat from the outside into your house, than they use to operate. But

the process by which it pumps the heat from the outside is also its weak link. A heat pump is good at keeping your house warm, but it is not good at heating your house up if it's cold. Because of this, your heat pump has an electric resistance heating element built into it, and your job at keeping your bills low



Be smart: install a smart thermostat.

You can program the heating and cooling of your home and control it in an instant from your phone or tablet, saving energy and saving money.

is to help keep your heat pump from never having to use that back up electric resistance heat. The way to do that is to never set your heat back. In order to keep your bill low, don't heat the house any more than you need to, but keep it at least 68 F consistently, all of the time. Of course, if you're going away for a week or more, you should set the temperature back and that would make sense over an extended leave. But it's 2020, and let's face it - most of us aren't going anywhere for a while.

Ductless Heat Pumps

A ductless heat pump is of course not much different from a standard heat pump. As the name implies, the primary difference is just that it doesn't have duct work. But there is another difference, in that a ductless heat pump doesn't have an electric resistance back up heating system built into it. Generally, the old electric resistance heating system is left in place, in order to provide the back up. So in order keep your bills low when you're heating with a ductless heat pump you have to manage the thermostat on your ductless heat pump and your back up electric resistance heating system, be it baseboards wall cadets, or an electric furnace.

With ductless heat pumps, just like a regular heat pump, the best thing to do is to find a comfortable set point and leave it there. Remember, a heat pump is good at keeping your house warm but not at warming it back up, so when you know what you like, say 68 F, just leave it there and never change the setting all winter long.

Now, your backup electric resistance heating system. The most important



Keep it clean: check and change furnace filters regularly.

Clogged or dirty air filters cause your furnace to work hard and waste energy. Clean filters increase efficiency, extend the life expectancy of your furnace and cut energy costs.

thing with it is to make sure that you don't have them both on at the same time. Make sure that you have it set about 4 degrees lower than your ductless heat pump, if you're not turning it off altogether. Remember, it was left in place as a backup. As always there can be exceptions. If, for instance, you have a ductless heat pump heating your main living area and the kitchen, and you have a home office away in another area of the house, then you may need that heater to help make sure that you're not too cold when you're working. However, make sure that your door to the room is open so that you get some benefit from that ductless heat pump, and follow the instructions that I wrote about above, for baseboards, wall cadets, and electric furnaces and turn that thermostat back down when you don't need the heat.

Heat Pump Water Heaters

Heat pump water heaters are a device that I normally wouldn't have included in an article like this, but since they are here I thought it best to give them a mention as well. It's important to remember that a heat pump water heaters isn't just a heat pump water heater. They're a hybrid water heater that can operate either as a heat pump water heater or as your regular old fashioned tank style electric water heater. To keep it running as most efficient, keep it in the energy saving or heat pump mode as much as you can. But if you have some work to do in the garage, and you really don't want the water heater to blow cool air as you work and it heats water, switch it over into high demand or electric mode for a short period of time.

Lastly, if you don't have a heat pump, ductless or otherwise, or a heat pump water heater for that matter, we do have rebates to help you upgrade to something more energy efficient. Also, like I wrote about in our last HotLine this fall, don't forget to change and clean the filters regularly!

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 you can reach us via the web, www.ClallamPUD.net, email, Utility.Services.Info@ClallamPUD.net and phone, (360) 565-3249.



2021 Water Projects

By Tom Martin

Water & Wastewater Systems Manager

The Water and Wastewater Department has big plans for 2021. There seems to be a never-ending list of projects to do. As soon as we complete one, another one pops up. During a recent rate study, we prepared a solid 10-year capital project plan with responsible financing. This year those plans ended up being more guidelines due to ...well 2020. General Eisenhower had some important insights about plans. To paraphrase his comments regarding D-Day: plans are worthless—planning is essential. We continue planning to adapt to change, which seems to be the only constant thing lately.

This year, we planned to start a major project to replace aging infrastructure, for example pipes and reservoirs (tanks), in the Clallam Bay – Sekiu Water System. The Washington State Public Works Board awarded us a low-interest, pre-construction loan that funds engineering and design, permitting, land acquisition and preparing documents for going out to bid for the construction phase. Instead, the Washington State Department of Transportation (WSDOT) had other plans for us.

As many Clallam County residents have probably already seen over the past four years, there has been a lot of construction along State Highways 101 and 112. Both lanes of traffic have been squeezed into one side of the highway causing slowdowns and annoying delays. Right now, there are two WSDOT projects on Highway 101 between Deer Park Rd. Highway 101 and Blue Mountain Rd. The Siebert Creek and Bagley Creek Projects have been going on since June. Two more projects are coming up on Highway 101 in East Port Angeles at the Lees Creek and Ennis Creek crossings. Most of these projects are to replace under-sized culverts (pipes under the highway) at creek crossings. WSDOT is under court order to install larger culverts or bridges to improve fish passage to upstream habitat.

Our water mains run next to the highway through these project areas. WSDOT requires all utilities (water, power, communication, sewer and stormwater) to be moved out of the project area, and then replaced after the fish passage improvements are constructed. The court imposed a short schedule for replacements. Utilities have been scrambling to find funding and



resources to complete our work on WSDOT's schedule. Many important capital improvements for the Water and Wastewater Department have been delayed, some indefinitely, to get the WSDOT projects done on time.

The push to get WSDOT Bagley Creek projects done was made from January through June. The pandemic was announced in March. WSDOT declared the culvert replacement projects to be critical infrastructure projects due to the court order. Our crews and contractors had to continue working, but as safely as possible. The Bagley Creek project involved installing a new permanent water main by drilling under the creek. This work was delayed throughout April because some of the drilling crew would be coming from COVID "hot spots" near Kirkland. COVID safety plans were developed rapidly. Water utility work resumed and was completed without incident.

The Clallam Bay – Sekiu Infrastructure Upgrade project has also resumed. Surveyors will be working in both areas soon. This project is critical to public safety, and the safety of our field crews. Water main breaks have been more frequent, especially in Clallam Bay. The water system was originally constructed in the 1960's. We have already made upgrades to the Hoko Pump Station. The wellfield piping, vacuum and electrical/control systems are running smoothly now. It is time to replace old pipes and to choose between replacing and rehabilitating the three reservoirs. This summer, we will be applying to the Public Works Board for a construction loan. We hope there will be funds available, but it is hardly ever a sure thing, especially with the effects COVID has had on public health and the economy.

Our Gales Addition water system is even older than Clallam Bay – Sekiu. The Gales Addition Reservoir was built back in the 1940's. Many wood-stave pipes were in service at this time. They were replaced by small steel and asbestos/cement (A/C) lines. The A/C lines have aged better than the steel. Some of the steel lines

have been abandoned and replaced with PVC pipes.

Fire flow has been limited by the smaller pipes installed in the past. Clallam County has increased the density of houses by up-zoning areas of the water system. We are installing new HDPE pipes to create a looped piping system in the Winterhaven Drive area. This will provide more fire flow to this newly designated urban area and improve water quality.

The Gales Addition Reservoir was built in the ground with a concrete lining. We evaluated the concrete and ground slopes that hold the liner in place. The concrete looked good and should last for decades. The slopes needed some work. Large rock was placed at the base of the slopes for long-term stabilization. Last year, the floating cover was replaced. Now it is time to improve the Mt. Angeles Water System that is supplied by the Gales Addition Reservoir.

The Mt. Angeles Water System was the third Local Utility District formed and is referred to as LUD #3. There are three booster pump stations and two reservoirs that convey water under Ennis Creek and up Golf Course Rd to Mt. Angeles Rd. This system was built in the 1970's. The lower LUD #3 pump station was built on the west slope of the Ennis Creek valley. This slope is geologically active and the ground moves and slides. This has been the cause of many main breaks. The plan is to relocate this pump station to a more stable area. New sites on Golf Course Rd are being evaluated and a pre-packaged pump station is being selected. This will require a new inter-tie to the Morse Creek Line (MCL), which is the transmission line that conveys water from the City of Port Angeles's water system.

The MCL is historic. This pipeline was built in the 1920s to supply water to the City of Port Angeles. It originally brought water from Morse Creek down to the City. Portions of the MCL were abandoned since the City developed their existing Elwha River water source. Now water flows up the MCL from the City to the Gales Addition Reservoir and beyond. The MCL runs across several creek valleys including Ennis Creek. Each valley has the same slope stability issues as Ennis Creek. The MCL is breaking more frequently. Alternatives for relocating or strengthening the MCL have been evaluated several times in the past 25 years. Cost estimates have ranged up to \$3 million. We are re-evaluating alternatives to see if there is a less expensive one offered by the latest pipeline rehabilitation technology.

If you have any questions about these or other PUD projects when you see our crews working in 2021, please don't hesitate to contact us at info@clallampud.net!

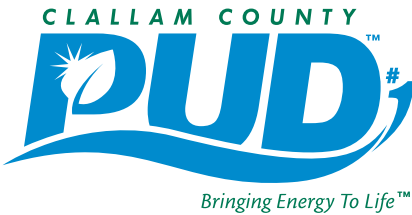
Clallam PUD Earns Smart Energy Provider Designation

Clallam PUD has earned a Smart Energy Provider (SEP) designation from the American Public Power Association for demonstrating commitment to, and proficiency in, energy efficiency, distributed generation, and environmental initiatives that support a goal of providing low-cost, quality, safe, and reliable electric service.

The SEP designation, which lasts for two years (December 1, 2020 to November 30, 2022) recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy programs; environmental and sustainability initiatives; and the customer experience. Clallam PUD joins more than 85 public power utilities nationwide that hold the SEP designation.

“We’re honored to be recognized for our efforts to support our community’s responsible energy use,” said Doug Nass, General Manager of Clallam PUD. “We take a lot of pride in the programs we offer that help our customers save money and reduce our collective footprint on the environment. It’s encouraging to be recognized as a best-of-breed utility when it comes to smart energy.”

Staff will be making more extensive presentations at an upcoming Board of Commissioners meeting on this and the Reliable Public Power Provider (RP3) designation also achieved in 2020. You can watch our Commission Meetings page at www.clallampud.net/commission-meetings/ to find out when this will be scheduled. We hope you can join us via Zoom to learn more about how these designations benefit you as a customer!



Neighborhood Assistance Program Helps Your Neighbors In Need

Did you know that Clallam PUD has a program where you can help assist others with their electric bills? It’s called our Neighborhood Assistance program. You can make a one-time or recurring contribution to a fund that assists qualified low-income residential customers. You can even simply round up your bill to the next dollar! Find out more or print the enrollment card below and return to us with your contribution. Your community thanks you!

<https://clallampud.net/neighborly-assistance/>



DESIGNEE
2020 – 2022



#PublicPower

Neighborhood 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.: _____

Address: _____ Phone No.: _____

My choices for participation in the Neighborhood 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.
- ☐ Please round up my bill to the next dollar and contribute the excess.
- ☐ I prefer a one-time contribution of \$ _____

I want my contribution to go to (check one):

- _____ to Olympic Community Action Programs
- _____ to Port Angeles St. Vincent de Paul
- _____ to Sequim Community Aid
- _____ to Sequim St. Vincent de Paul

Signature: _____ Date: _____

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



Set low standards:
set your thermostat to
68 degrees in winter.

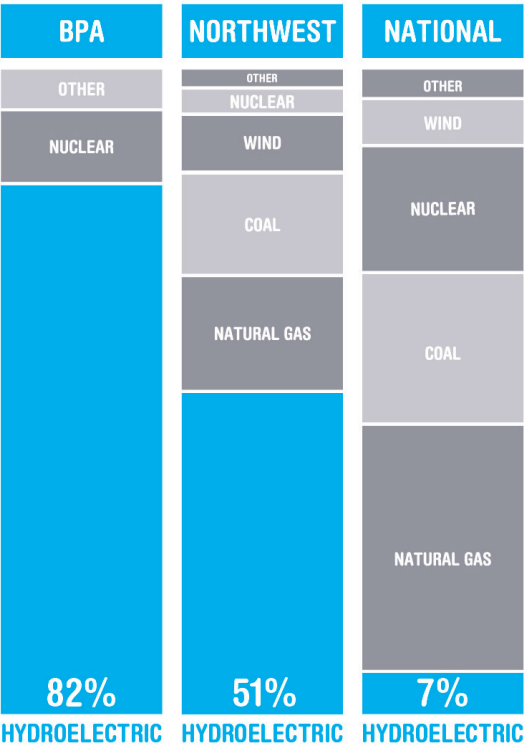
For every one degree Fahrenheit you
turn your thermostat down, you
will use one percent less energy.



Bring on the cold: wash clothes in cold water.

Unless your clothes are really dirty — choose cold water. If you wash and rinse your clothes in cold water, you use an average of 0.3 kWh per load (compared to 4.5 kWh per load for hot water and warm rinse). It is the most energy efficient and economical choice!

Energy Sources



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

HYDRO
POWER
FLOWS HERE

*ALL FIGURES 2019 ENERGY GENERATED