

In Pursuit of the 2% Solution

In this issue, we explore:

1) The stewardship of our most precious resource, fresh water, comprising just 2.5% of all water on Earth (the other 97.5% is saltwater); and 2) our increasingly popular energy-saving PTCS Duct-sealing Program, which enjoys a 98% customer satisfaction rating — an excellent score by any reckoning — but we'd like everyone to be happy, including, you guessed it, that last 2%.

Duct-sealing Program Customer Testimonials

• OUTSTANDING!

- I wish I had done this years ago!
- I will tell everyone I know about this!
- Thank You. Thank you. Thank you, PUD!
- My house is consistently warmer.
- I can't believe what a difference this has made!!
- Furnace doesn't run as long between cycles – Nice!
- They found leaks I didn't realize existed.
- The technician made the whole experience perfect – A+++
- Service reps were very thorough, knowledgeable, quick and efficient.
- The technicians were as enjoyable as they were industrious! They did a wonderful job.



Did you know that running your home's heating or cooling system with leaky ductwork is like running it with the windows wide open?

According to the U.S. Department of Energy, homes with uninsulated leaky ducts in unheated spaces (attics, crawlspaces, etc.), could be losing up to 60% of heated air before it even reaches the registers. The good news is: your PUD's no/low-cost Performance Tested Comfort System (PTCS) Duct-sealing Program seals those leaks, increases the efficiency of your heating system, increases home comfort, reduces heating costs and conserves resources.

Our Duct-sealing Program incentives range from \$350 to \$750, depending upon the type of home, heating system and PUD service area. Through this program, a bonded, Participating Installer, following strict PTCS Duct-sealing procedures, will evaluate, properly seal, and test your home's duct system to ensure optimal performance. Some participating installers have opted to do PTCS duct-sealing jobs for the incentive amount, thereby making the job free to customers, while other Participating Installers may charge more. As with all our weatherization and heating incentive programs, we recommend obtaining a few bids to maximize your options.

Just because it's a new system, doesn't mean it's leak-free. To ensure that you'll be getting maximum warmth and efficiency from your significant investment in a new furnace and/or heat pump, it's especially important to request PTCS Duct-sealing and "commissioning" at the time of installation.

To learn more about this no/low-cost energy-saving program, visit our website (www.clallampud.net/conservation) or call 360-565-3249 or 800-542-7859 x249.

Duct Blaster® in Action: testing for leaks.



PUD Weatherization Programs: Taking the Easy Way In

We've streamlined the approval process for our Weatherization and Heat-pump Incentive Programs by creating an all-in-one sign-up/bid form (available from Participating Installers) and reducing bid-processing time.



Hot-off-the-Presses! Informative Weatherization Program brochures (at left) are now available at any PUD office, Participating Installer and/or our website at www.clallampud.net/conservation

PUD Mission Statement

To provide reliable, efficient, safe, and low-cost utility services in a financially and environmentally responsible manner.

Board of Commissioners

Our Board holds public meetings most Mondays at 1:30 p.m. at the Port Angeles office, 2431 East Highway 101. Call (360) 565-3231 or (800) 542-7859 for more information.

- District 1: Will Purser
- District 2: Hugh Haffner
- District 3: Ted Simpson
- General Manager: Doug Nass

The PUD's electricity comes from the following fuel mix:

Coal	2.53%
Hydroelectric	84.59%
Landfill gas	1.26%
Natural Gas	1.05%
Nuclear	10.36%
Other	0.21%
TOTAL	100.00%

Watts Green

We are committed to the development of clean renewable energy resources. If you would like to support this effort, contact your local PUD office to sign up for our Watts Green clean energy program.

PUD OFFICES

- Port Angeles: (360) 452-9771
- Sequim: (360) 452-9771
- Forks: (360) 374-6201
- Seki: (360) 963-2223
- Toll-free: (800) 542-7859

P. O. Box 1090 • Port Angeles, WA 98362
 E-mail: info@clallampud.net

Website: www.clallampud.net

PUD Water Quality Reports

now available at:
www.clallampud.net/water

Produced annually and distributed to our 4,300 water customers, these reports provide information on the operation of individual service area water systems and their water sources. Tables within the reports list potential contaminants targeted for testing as well as testing results.

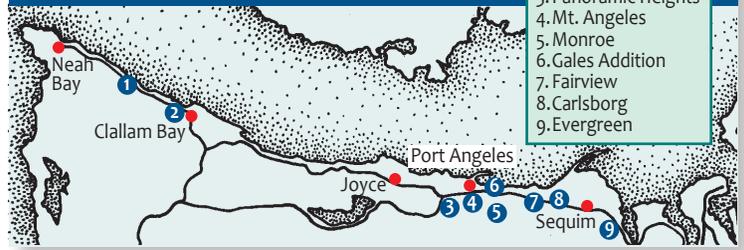
Meet Our Water Department

Water is essential to life, yet less than 1% of the Earth's fresh water supply is fit and available for drinking water. "Here, and around the world, fresh water sources are in short supply and in direct competition with fisheries and the environment. The better job we do at conserving our resources now, the better we will be able to stretch those resources for future generations."

Mike Kitz, Water/Wastewater Superintendent

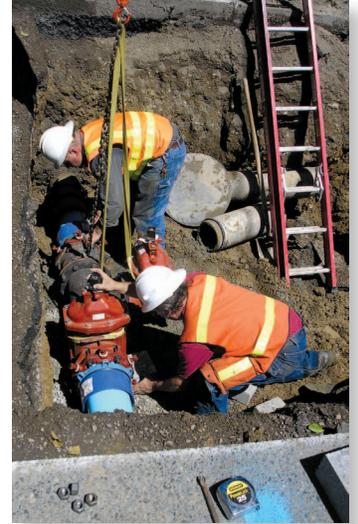


Water District Map



Our Water District serves 4,300 customers and contains:

- Approximately 142 miles of pipe
- 20 Pressure-producing stations
- 2 Water treatment plants
- 3 Community sewage systems
- 16 Reservoirs
- 13 Pump stations
- 9 Water systems
- 13 Wells



Occupational Forecast* Water/Wastewater Technician

Current # U.S. Jobs: 111,000
Jobs by 2016: 126,000
Job outlook: Excellent
U.S. median salary: \$36,200/yr
PUD Water/Waste-Water Employees: 11
*According to Bureau of Labor 2006



Water/Wastewater Treatment Plant and System Technicians

use a wide variety of instruments, tools, equipment and math and chemistry skills to: 1) treat water to make it safe to drink; 2) remove harmful pollutants from domestic and industrial liquid waste to ensure minimal impacts on the environment; and 3) manage and maintain all components of water/wastewater systems to provide quality assurance. On-going training, education, skills tests and certifications are required.

Q&A with our Water/Wastewater Techs:

1. **What do you love about your job?** Customer service, making customers happy, providing clean water, the variety of tasks.
2. **What is something that customers might not know about your job?** We have a great deal of training and education that we are required to keep up-to-date.
3. **What is one of the most challenging aspects of your job?** Dealing with large main breaks in the winter or just getting wet and cold in freezing weather. Keeping a maintenance schedule in the midst of unforeseen events.
4. **What can customers do to make your job easier/safer?** Notify us about a problem as soon as you become aware of it, so we can take care of it before it worsens.
5. **Would you recommend your occupation to others?** Yes!!!

Web Resources

www.clallampud.net/water
www.wateruseitwisely.com
www.waterkeeper.org
www.epa.gov/watersense
www.usgs.gov
http://clallam.scc.wa.gov/
www.wnps.org



Did You Know?

The average American uses the equivalent of 1,600 glasses of drinking water per day.

Over 36 states are currently anticipating water shortages by 2013.

If every home in the U.S. used water-efficient appliances, the country would save more than **3 trillion** gallons of water and more than \$18 billion dollars per year.

Leaky faucets dripping at one drop per second can waste over 3,000 gallons of water per year.

Turning off the tap while brushing your teeth twice per day can save 240 gallons per month.

Leaky toilets waste about 200 gallons of water per day. To find a toilet tank leak, place a drop or two of food coloring in the tank. Wait an hour. If the coloring seeps into the bowl, you have a leak.

Replacing thirsty lawns and plants with Northwest native plants can cut outdoor water use by over 50%. Native plants have adapted to our climate, and, once established, require less care than non-natives. Plant in the fall for best results.

Insulating hot water pipes will reduce both your water and electricity bills.

Small Leaks = Big Consequences!

Gallons at 50 psi	Leak Size	Loss/Day	Loss/Mo.	Loss/Year
		360	10,800	129,600
		1,200	36,000	432,000
		4,296	128,880	1,546,560
		6,984	209,520	2,514,240

Water/Wastewater Lingo

- Band-aid** Repair band
Clamming Water flowing up from a leak below ground
Cooking pipe Highly chlorinating pipe to kill bacteria
HTC Head _urd Chaser, Foreman
Hole hog Road-boring machine
Knuckus Pipe connection adaptor
OR anything that can't be readily identified.
Pig Tool for cleaning pipe interior
Putting the juice to it Adding filtration chemicals to water
Red-eye-tight Over-tightened
Silver bullet Compression coupling
Volkswagen Large thrust block
Water dogs Water Department Personnel