



# HOTLINE

News from Your Public Power Utility • August 2011



## Conservation Partnerships: A Success Story!

Members of the Lower Elwha Klallam Tribe saved energy and money by partnering with Clallam PUD and the Bonneville Power Administration (BPA) to use grant funds to retrofit 42 homes with ductless heat pumps.

The partnership emerged thanks to a U.S. Department of Energy grant to promote energy efficiency and conservation on tribal lands. BPA and the PUD combined other energy efficiency funding with the grant money to fund the project. PUD customers who have installed the heat pumps indicate they have reduced their heating bills up to 50 percent.

The original series of installations was so successful that after expending the original \$68,400 in grant funds, the Tribe used their general funds to retrofit the homes of 15 more tribal elders.

"This has been one of the more rewarding community projects that I have been involved with due to the rapid installation and immediate cost and quality of life benefits enjoyed by their recipients," says Matt Beirne, Environmental Coordinator, Lower Elwha Klallam Tribe.

Mike Weedall, vice president, BPA Energy Efficiency agrees: "We're proud to be part of efforts like this. The region consumes

less electricity and utility customers save money. It's one of those great instances where everybody wins."

One example of the success of this partnership can be seen with Tribal Elder Alfred Charles Sr.'s energy use and bill. They are significantly lower than last year. Since retiring, Al has become more aware of his energy usage. He did not use his electric baseboard heat all winter and does what he can to conserve. The former tribal council member has been enjoying the heat pump. "It's so convenient." Charles stated. "It is very efficient at keeping the house at a comfortable temperature."

Ductless heat pumps efficiently heat a home in the winter and cool it in the summer by using electricity to move heat between outdoor and indoor air through a compression cycle, much like a refrigerator. A quiet oscillating fan delivers the heated or cooled air directly to the room, which avoids efficiency losses associated with other systems like forced/central air that can lose 15-20 percent passing through the ductwork.

Learn more about ductless heat pumps and watch a brief video about this successful partnership at [www.clallampud.net](http://www.clallampud.net).



**PUD Mission:** Providing reliable, efficient, safe and low-cost utility services in a financially and environmentally responsible manner.

### PUD Commissioners

Our Board holds public meetings most Mondays at 1:30 p.m. at our Port Angeles office, 2431 East Highway 101.

Call (360) 565-3231 or (800) 542-7859 for more information.

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### Contact the PUD

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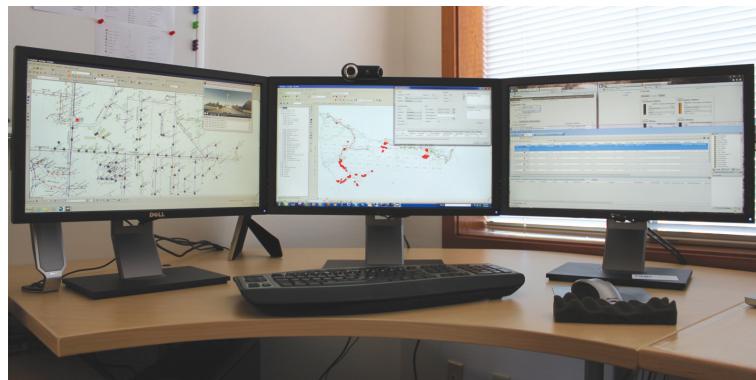
# Working to Reduce Outage Time

In a tree-filled rural service territory, with both coastal and mountainous areas, managing outages in an effective manner is of the utmost importance to its customers. Aggressive vegetation management over the past few years has helped reduce the frequency of outages, but perhaps one of the most meaningful improvements is how the outages are managed. Since 2007 the PUD has moved from a system of sticky notes on a wall map to a fully functional automated Outage Management System (OMS).

This automation of outage management has required a commitment from staff and Commissioners. The first step was to accurately map the system using a GIS mapping system. In addition, the outage management system (OMS) was installed in the fall of 2007, as was an interactive voice response system that converts customer outage calls automatically to data in the OMS. Since then, numerous applications have been integrated with the GIS, as well as incorporating external GIS resources from State and local governments and agencies. It is proving to be a considerable productivity-enhancing system.

These new tools allow the PUD to know when lines are becoming overloaded by using a computer control system referred to as SCADA, a history of when vegetation caused issues, when there are consistently repeated equipment problems, when and where there's an outage, what caused it, how many customers are affected, and more. Other features include the ability to track assets, crews, and how to manage those most efficiently.

The system continues to realize improvement with the recent completion of a mapping program similar to that of Google street view. The PUD's distribution and transmission lines were video mapped using exactly the same type of technology. Now, engineering and operations employees can see at ground level any part of the system as if they are driving down the road before they go out to it or to simply refresh their recollection of it.



Clallam County PUD is committed to providing the best service possible to its customers, and through the continued integration of technology continuous improvements are realized.

## Want a Budget Friendly Payment Plan?

There is still time to sign up for the PUD's Average Payment Plan. Help take the sting out of high winter heating bills by having your monthly bills averaged over the whole year. The average calculation is based on the last 12 months' use. PUD customers have found this to be a valuable budgeting tool. Contact your area Customer Services Office for additional information and assistance.

At this point, BPA continues to hint at a wholesale rate increase of 6 to 10 percent this fall. The PUD is not certain what a 2011 BPA wholesale power rate increase will exactly mean for the PUD's customers, but is committed to keeping customers informed about what is happening with this.



## Clallam County PUD, 70 Years

This month we conclude our celebration of 70 years of serving the Olympic Peninsula. For much of the year this segment of the newsletter has taken you through a decade by decade look at the history of your locally controlled public power utility – the PUD #1 of Clallam County. All prior editions of HotLine are archived on the PUD web site, so if you missed a month you can catch up there. For this issue, we look at 2006 - evolving.

### 2006 - Evolving

- **2007** - The District maps its utility system using GIS. Additionally, an interactive voice response system that converts customer outage calls automatically to data in the OMS.
- **2007** - The PUD implements a Automated Outage Management System (OMS) to better serve its customers and more efficiently address outages.
- **2010** - The Water Department installs a computer control system (SCADA) to monitor and manage the water system.
- **Evolving** - The history of the PUD is evolving. We are a utility owned by you, the taxpayers and residents of Clallam County. How do you think we can best serve you? Send us your ideas at [ideas@clallampud.net](mailto:ideas@clallampud.net).

Thank you for your 70+ years of support. For more information on the history of the PUD, please visit the PUD's web site.

### Fuel Mix

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

Biomass:	0.29%
Coal:	4.88%
Hydroelectric:	83.89%
Landfill Gas:	0.01%
Natural Gas::	1.93%
Nuclear:	8.86%
Other:	0.14%
<b>TOTAL:</b>	<b>100.00%</b>