

Partnership Pays

Over the past several months the PUD has been sharing with you why it is important that it partner with its customers on energy conservation measures. Washington's Energy Independence Act (formerly known as I-937) did more than mandate utilities to meet new renewable energy requirements; it also mandates new conservation requirements. In fact, the PUD's conservation goals double in 2012 as a result of this Act, and only go up from there.

The PUD is fortunate, however, in that there is a history of a strong energy conservation partnership between the utility and the customers. Working with the wholesale power provider, the Bonneville Power Administration (BPA), the PUD has successfully engaged customers in conservation efforts.

Just looking back at 2010, the PUD had a stellar year of funding customer energy conservation efforts. In 2010:

- The PUD paid out \$1,484,327 in energy conservation rebates and incentives to its customers.
- The PUD received \$1,406,821 from BPA through the Energy Conservation Agreement (ECA). The ECA is a program

that BPA uses to provide funding for local utilities' energy efficiency efforts.

- As a result of the PUD's energy conservation efforts in 2010, the PUD and its customers were able to save 8,357,009 kilowatt hours (kWh), enough energy to power 548 homes for a full year (the average home in the PUD service area uses 15,240 kWh per year).
- This savings resulted in a power cost of \$0.03 per kWh, which is significantly less than if the District had to go buy the power on the open market.

The energy conservation mandates associated with Washington's Energy Independence Act certainly present a challenge for the PUD and its customers. Fortunately, the partnership between the PUD and its customers has only strengthened over the 70 year history of the PUD, and it continues to strengthen. It's this partnership that will continue to ensure the success of the PUD's commitment to meaningful energy conservation in Clallam County.



For more information on the future of energy conservation, please visit the PUD's web site and view some very informative PUD-TV videos.

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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Time To Change Your Password

It was July of 2010 when the PUD began accepting online payments from customers. Since then, over 3000 customers have signed up to use the service. In order to protect customers' information, the PUD uses a third party to process transactions through a secure server.

As part of the security settings, users of the service are required to change their passwords each year. Starting in July 2011, when customers sign into their accounts they will be asked to select a new password. Based on customer feedback, we have been working hard to strike a balance between safe and easy-to-remember passwords. The requirements for a password have now been relaxed since the initial implementation.

In order to ensure your security, additional measures have also been taken. These include, but are not necessarily limited to: a limit to the number of unsuccessful password attempts before locking the account, limits to the number of payments that can be made in a day, changing passwords annually, and using safe passwords.



Clallam County PUD, 70 Years

This month we continue 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 Clallam County PUD #1. Due to a minor error last month we will take a quick look at the 1980s and 1990s this month.

1980-1990

- 1980 - The District was one of ten utilities chosen to participate in the first BPA pilot weatherization program. The Conservation Resources Department was established for residential and commercial conservation incentive programs.
- 1982 - A Senior Advisory Committee, composed of volunteers from the community, worked with PUD staff to develop a discount program for low-income senior citizen customers.
- 1985 - A new office building was dedicated in Sekiu, and West End customers no longer had to be served out of the Clallam Bay warehouse facility.
- 1988 - A new underwater cable was installed in Lake Crescent.

1990-2000

- 1990 – Voters of Clallam County authorized the PUD to offer sewage system services to its customers.
- A discount program for low-income disabled customers was instituted.
- 1991 – the District was one of eight utilities to commence negotiations with BPA to form the Conservation and Renewable Energy System joint operating agency (CARE).
- 1991 - The Water Department continued its growth with the construction of Local Utility District No. 10 in 1991 that serves Greywolf Elementary School, the Port of Port Angeles Industrial Park, and residences on both sides of Highway 101 in the Carlsborg area.
- 1993 – The District began operating the Sunshine Acres On-Site Sewage Disposal System at Diamond Point.
- 1994 – The District completed two substations in the Sequim area: Dungeness on Cays and Hogback Roads, and Evergreen on Evans Road and Old Olympic Highway.

Next month, we'll conclude with a look back at PUD history by reviewing 2000-present. For more information on the history of the PUD, please visit the PUD's web site.

Average Your Bills

June is the perfect 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 Service Office for additional information and assistance.

Making a Difference Together Through Our Neighborly Assistance Program



By donating a few dollars a month, you can help keep the lights on for a growing number of needy families and seniors. Through our Neighborly Assistance Program, you can bring light and warmth to your Clallam County neighbors through one-time or recurring donations to any or all of the following agencies: Sequim St. Vincent de Paul, Olympic Community Action Programs, and Sequim Community Aid. It's simple! Just complete the form below, enclose it with your bill payment and/or drop it off at a PUD office. You can also sign up online: www.clallampud.net/customer_service/NeighborlyAssistance.pdf

Neighborly Assistance Program

Name: _____ Acct. #: _____

Address: _____ Phone: _____

My choices for participation in the Neighborly Assistance Program are indicated below. This **replaces** any previous pledges.

- I prefer to be billed, beginning with my next statement, as follows:
- Please bill \$ _____ for _____ months.
 - Please bill \$ _____ every month until I contact the PUD to cancel.
- I prefer a one-time contribution of \$ _____.

I want my one-time or monthly contribution of: \$ _____ to go to Sequim St. Vincent de Paul
 \$ _____ to go to Olympic Community Action Programs
 \$ _____ to go to Sequim Community Aid

Signature: _____ Date: _____