



HOTLINE

News From Your Public Power Utility • 1st Edition 2017



Mattias visits with customers at the Home Show.



Commissioner Haffner attends PUD Day On The Hill in Olympia



Chanda is interviewed at the Home Show by KONP.

DO IT ALL ONLINE AND RECEIVE A \$5 BILL CREDIT!*

- 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.
- Receive email and text notifications about activity on your account.

www.clallampud.net

*Must be enrolled in the PUD's new SmartHub account management web portal for both Auto Pay and Paperless billing for a full 12 months to receive the one-time \$5 credit.



Nicole was ready to serve coffee to legislators in Olympia for PUD Day on the Hill



Commissioners Simpson and Haffner visit with State Representative Mike Chapman



Tyler and Colleen visit with Customers at the Sequim Expo.

INSIDE:

- SURVEY SAYS PAGE 2
- IT'S ALL ONLINE PAGE 3
- HYDROPOWER - "DAM PROUD" PAGE 4-5
- RENEWABLE ENERGY PAGE 6
- BEWARE OF SCAMS PAGE 7
- YOUR UTILITY PAGE 8

Clallam County PUD
 PO Box 1000
 Carlsborg, WA 98324

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

Survey says...

Dear Customers,

This April the PUD will be conducting a customer survey for residential customers. The survey is expected to take about ten (10) days in April to complete, and a random sample of residential customers will be contacted to participate.

Approximately 400 customers will be surveyed. The survey will be conducted via telephone by SDS Research, a full service marketing research firm. Calls will come from the SDS Research's general phone number at (208) 438-6100. The survey is expected to take approximately ten (10) minutes to complete.

Clallam PUD plans to conduct surveys of its customers approximately every other year. The last survey of customers was conducted in 2014 and provided valuable information that helped guide us in our planning.

This survey and its results are of great importance to the PUD. While we believe that the PUD does a great job, we know that it is vital that we listen to our customers and respond to their input. We do listen using a variety methods, including holding public meetings, engaging the community at public events, surveys, and more. As a locally managed and governed public utility organization, we will benefit greatly from this customer survey feedback.

The final results of the survey are expected to be presented to utility management in late April 2017.

Thank you.

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



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

Hydroelectric:	84.89%
Nuclear:	9.97%
Coal:	2.10%
Biogas:	1.51%
Natural Gas:	1.31%
Biomass:	0.13%
Other Non-Biogenic:	0.06%
Other Biogenic:	0.03%
Petroleum:	0.03%
Total.....	100.00%

Commissioners

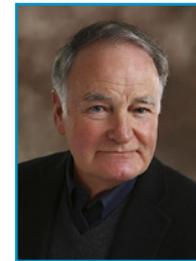
Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings most Mondays at 1:30 p.m. at our Carlsborg Main Office, 104 Hooker Road. Call (360) 565-3231 or (800) 542-7859, or visit www.clallampud.net, for more information.



Ted Simpson
President, District #3

Ted Simpson was elected in 1985. He represents the 3rd District, which is the West part of the County. Commissioner Simpson is a proponent for safe, reliable, and affordable utility service for all PUD customers. "Our current challenge will be to integrate new renewable (Green) resources into our system at an affordable cost, while complying with State and Federal Laws".

teds@clallampud.net • (360) 565-3525



Will Purser
Vice 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.

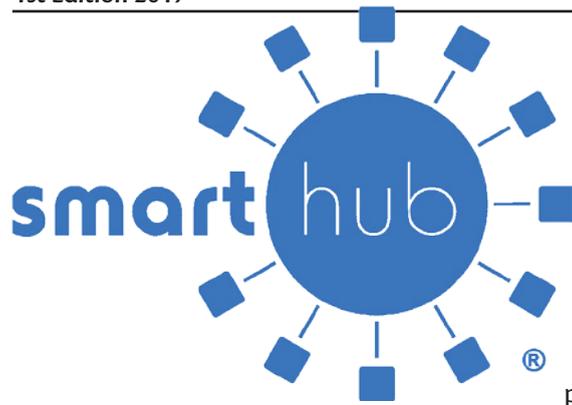
wepurser@clallampud.net • 360-565-3512



Hugh Haffner
Secretary, District #2

Hugh Haffner has been Commissioner since 1994, when he was appointed to a two year term. He represents the 2nd District, which encompasses areas surrounding the City of Port Angeles. Commissioner Haffner has been working with municipal, state and federal officials to bring fiber optic backbone to the county and researching and developing strategies for a county-wide fiber optic network. With real-time, two-way connections to our power stations and our customers we can regulate power flow and provide better, more economical service.

hughh@clallampud.net • 360-565-3521



Manage Your Accounts and Pay Your Bills Online

That's right, you can do almost everything you need online at www.clallampud.net

You may have heard about SmartHub, Clallam PUD's new innovative tool for account management, but what can it do for you? SmartHub can help you take control of your electricity and your PUD account like never before.

Remember: SmartHub is just the name for our online billing / account management system.

SmartHub has several features that make managing your account as easy as possible. Whether through the web, or your smartphone or tablet (Android or iOS), you'll be able to pay your bill, view your electricity use, contact customer service and much more.

As soon as you log in, you'll be able to view your billing history and make a payment with just a couple of clicks...or taps, if you're using the app! You'll be able to see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only will you see your billing history, but you'll be able to view your actual electricity use. You can see how your use is trending over time, which will allow you to take steps to reduce your consumption and lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a

payment either through the Web or through your mobile device, you'll be able to securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

You'll also be able to manage your account notifications with SmartHub. By logging into SmartHub on the Web, you'll be able to select how you want to be notified about your bill, including email and text messaging.

If you do need to drop off a payment or stop by our office, SmartHub can help you there as well. Use SmartHub's map feature on your GPS-enabled mobile device to find the closest branch or office location.

You can also contact the PUD with a request, a question or for customer service. SmartHub's contact feature makes it quick and easy.

Want to get the latest news and information from Clallam PUD? Stay connected with us through SmartHub. With the SmartHub news feed, you'll get the latest news, updates and more from Clallam PUD, all without leaving the app or the web page.

Access SmartHub by visiting Clallam PUD's website at www.ClallamPUD.net or by down-loading the app on your mobile device through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet). Search iVUE App Suite.

What else can you do online at www.clallampud.net?

- Pay your bill
- Account Access
- Sign up for Service / Moving (residential only)
- Find Discounts
- Get answers to Frequently Asked Questions (save a call)
- Find Energy Efficiency Rebate / Incentive Programs

And More.....It's All Online!



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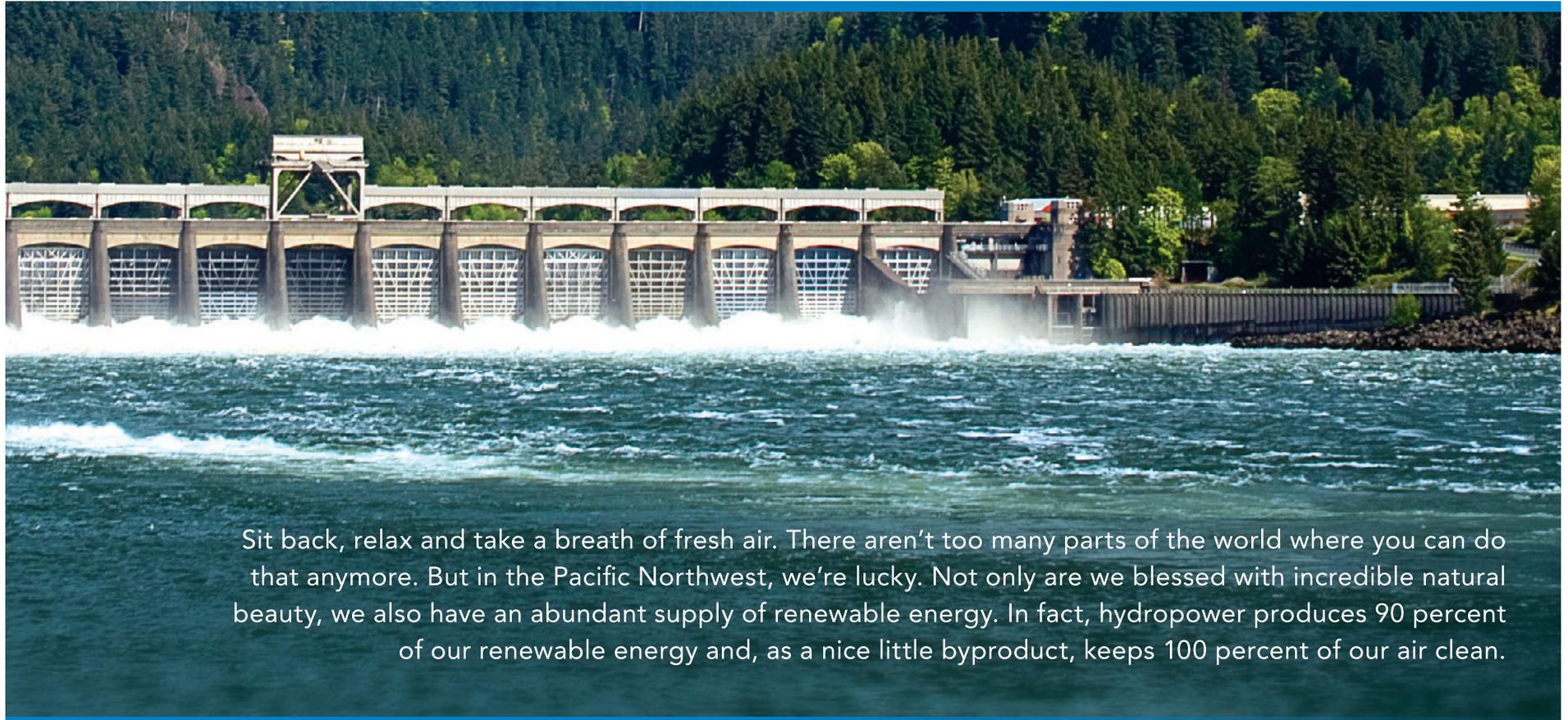


*Must be enrolled in the PUD's new SmartHub account management web portal for both Auto Pay and Paperless billing for a full 12 months to receive the one-time \$5 credit.

Download the SmartHub App:

Access SmartHub by visiting Clallam PUD's website at www.ClallamPUD.net or by downloading the app on your mobile device through the Apple App Store (iPhone or iPad) or Google Play Marketplace (Android phone or tablet).





Sit back, relax and take a breath of fresh air. There aren't too many parts of the world where you can do that anymore. But in the Pacific Northwest, we're lucky. Not only are we blessed with incredible natural beauty, we also have an abundant supply of renewable energy. In fact, hydropower produces 90 percent of our renewable energy and, as a nice little byproduct, keeps 100 percent of our air clean.

Hydropower Drives the Economy and is Renewable/Carbon Free



***PUD is proud,
"Dam Proud"***

The PUD is proud, "Dam Proud", that the majority of the power provided to customers comes from renewable and carbon free hydropower. In fact, the PUD receives about 85 percent of its electricity from federal hydroelectric dams in the Columbia River Basin.

- hydroelectricity is the Pacific Northwest's premier clean, renewable, and reliable resource, providing nearly 60 percent of the Northwest's electricity and 90 percent of its renewable energy;
- dams in the Columbia River Basin produce more electricity than any other North American river and account for 40 percent of all US hydropower;
- hydropower produces no emissions, the Pacific Northwest's carbon footprint from energy production is nearly half that of other parts of the country;
- hydropower output can be quickly dispatched or reduced, it is an excellent back-up for intermittent wind or solar;
- high technology firms have located facilities in the Pacific Northwest because of the availability of reliable, clean hydropower, creating jobs and boosting local economies;
- traditional industries and businesses, representing hundreds of thousands of jobs, continue to rely on low-cost hydro to stay in business and prosper;



Renewable

In the Northwest,
hydropower provides 90%
of our renewable energy.

cleanhydro.com



Commerce

The Northwest river system provides over 100,000 jobs to our region.

cleanhydro.com

■ barging of 42 million tons of cargo, valued at over \$20 billion, on the “marine highway” created by Columbia and Snake River dams is the most environmentally friendly way to move cargo, keeping 700,000 trucks off the region’s highways every year;

■ the annual net earned income from Pacific Northwest agriculture exceeds \$8 billion, and the region’s economy is greatly enhanced by 7.8 million acres of irrigated agricultural land that without hydropower and reservoirs, would otherwise be too dry to farm successfully;

- a federal reservoir storage plan helps avert flood danger in the Columbia River Basin
- since 2008 Pacific Northwest public power utilities and their customers have invested nearly \$1 billion for fish and wildlife programs in the Columbia River Basin;
- there are more fish in the Columbia River than at any time since the first lower mainstem dam was built at Bonneville in 1938;
- in 2015, over 2.3 million adult salmon passed Bonneville Dam, the second-strongest return since counts began in 1938;
- young salmon make the downstream trip through eight federal dams on an average rate of 97 percent survival;
- Snake River sockeye, on the brink of extinction in the 1990s, have been rebuilding.

These are just some of the reasons we thank our customers for the continued support in our efforts to educate the public and government representatives about the importance of maintaining hydroelectricity as a major source of power for the region.



Clean Air

Hydro produces no carbon emissions and keeps 700,000 trucks off NW highways each year.

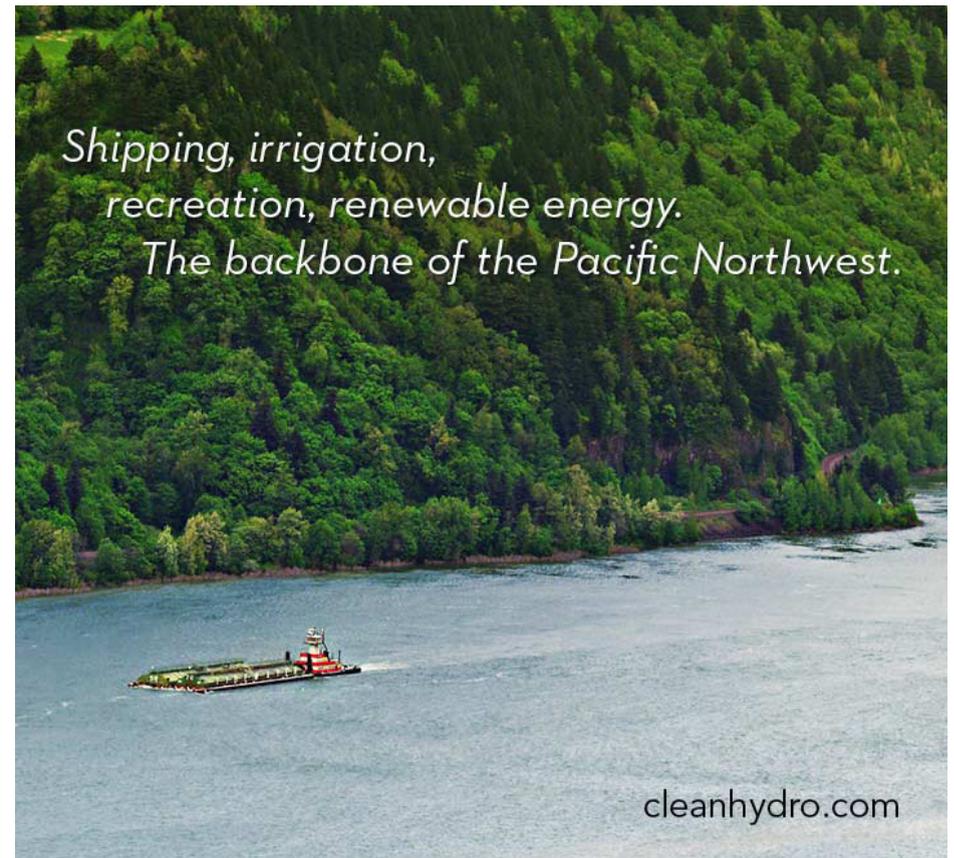
cleanhydro.com

We also support:

- ◆ ongoing efforts by federal dam operators to maintain safe, reliable, cost-based energy from dams in the Columbia River Basin;
- ◆ continuing efforts to balance the benefit of hydropower with the responsibility of protecting, improving and sustaining fish and wildlife that are dependent on the Columbia River ecosystem;
- ◆ the management of water flows to protect fish and wildlife, while protecting towns and cities from devastating floods.
- ◆ efforts to maintain an efficient, clean “water highway” for transport of cargo with a minimal carbon footprint on the environment.

Thank you again for your support in promoting and maintaining the benefits of the hydroelectric system – an incredible asset to our region!

You can learn more about the facts and benefits of the Hydro system by visiting our website or <http://cleanhydro.com/>





Watts Green FAQs:

Who can sign up?

If you receive a Clallam County PUD electric bill, you can sign up for Watts Green.

How do I sign up?

Pick up a Watts Green Participation Form at your local PUD office or www.ClallamPUD.net/watts-green-power

Is my purchase tax deductible?

No, voluntary utility green power programs are not eligible for Federal tax deductions.

What is the source of Watts Green's 100% renewable energy?

Though Watts Green Power sources change from time to time, Idaho's Hidden Hollow Landfill Gas Plant is the current source, diverting and capturing enough methane gas annually to power 2,400 homes for a year.

How will I know when my home &/or business is using Watts Green Power?

There will be no change in the energy you receive; it's impossible to divert only the 100% green power electrons from the electric grid to participating Watts Green homes and businesses. By purchasing Watts Green Power, you'll ensure the delivery of renewable energy to the electric grid on your behalf, resulting in cleaner, greener power for everyone.

ENERGIZE YOUR HOME &/OR BUSINESS WITH Watts Green

As a PUD account holder, you have the power to transform your electric bill into an investment in regional renewable energy development. And it's never been easier or more cost-effective than **right now** through Watts Green, your PUD's very own "green power" program.

Watts Green: one program, two ways to participate

- **100% Watts Green Power:** by paying just a fraction of a cent (\$0.003 to be exact) above your current electric rate, you'll be putting your bill to work, supporting renewable energy development in our region. For the average PUD household, going 100% Watts Green adds just \$3.50 - \$5.50 to the average monthly electric bill.

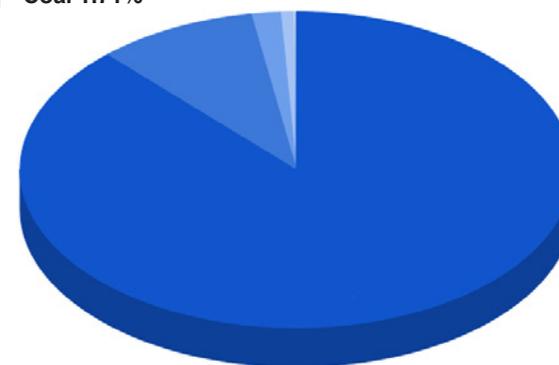
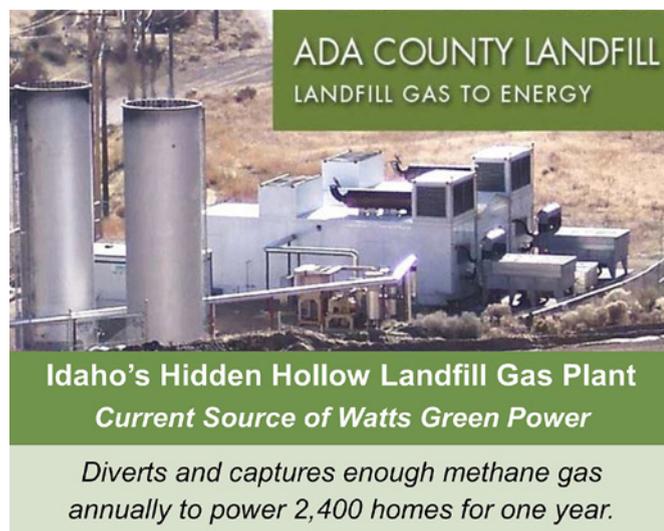
- **Watts Green Power Blocks:** 100 kWh blocks of 100% Renewable Power for \$0.30/Block/Month

- ☛ **Subscription:** this option does not affect your electric rate; it's a simple add-on charge to your bill. *For example, with a 10 Block (1,000 kWh) subscription, your monthly electric bill will show a Green Power charge of \$3.00.*

- ☛ **One-time Purchase Option:** customers wanting to off-set the energy used at one-time or recurring events may find this option of particular interest.

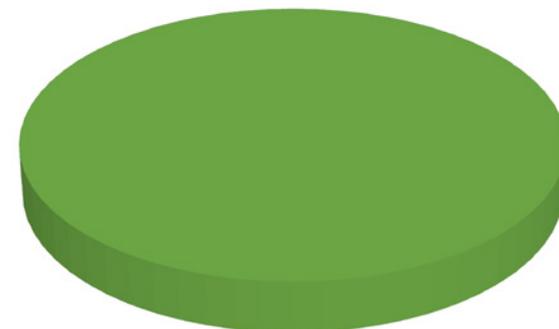
Green Power Benefits

In just the past decade, the number of U.S. utilities offering green power programs increased 30%. With all their short *and* long term benefits, it's easy to see why green power programs have become so popular.



Go from **Hydro-Blue** to **100% Renewable Watts Green**

■ Watts Green Renewable Energy 100%



- Green power offers a cost-effective way to reduce your carbon footprint while supporting independent producers of clean, sustainable, renewable energy and jobs.

- Renewable energy resources have dramatically lower pollution rates than fossil fuels; and *by definition*, don't run out.

- Watts Green offers a great renewable energy alternative for customers who lack the sunny southern exposure &/or finances required for optimal solar installations.

The Watts Green Program has no contracts. Participate as much or as long as you like.

- The first 250 accounts to sign up will receive a removable window decal to show their support for green power.



Beware of Scams!



The PUD reminds customers about potential scams that may be committed over the phone, through mailers, via text messages and by people visiting their home or business. **Criminals use various means of solicitation and may claim bills are delinquent, that special funding is available and/or seek financial information from the customer.**

You may get a call – or even a visit to your home – claiming you are delinquent on your PUD bill and asking for personal information or a pre-paid credit card to pay your bill. There have been reports that the scammers are even able to make caller ID suggest they are the PUD calling – be very cautious in all instances. If you are ever in doubt, ask for PUD ID or call the PUD directly.

Typically, PUD customers will not receive a phone call from the PUD about disconnect, although there is a notification process in place. And, because of FACTA, the PUD does not provide any information to customers about their account unless the customer provides verification that they are the account holder. Disconnects for non-payment also occur during normal working hours, Monday-Friday, providing one more opportunity for customers to make arrangements.

And while most scams tend to focus on residential customers, we also know that commercial customers are not immune from these criminal efforts.

The PUD encourages customers to be cautious when providing personal information, and when in doubt, call the PUD at 360-452-9771 to verify the legitimacy of the inquiry.

Spring Safety Tips

Spring is always a fun time. The weather is improving and we are beginning to transition outside to enjoy the yard and community. Regardless if we are working or playing, it's always important to remember safety is a priority. Here are some electrical safety tips that might be helpful this Spring:



- ★ Look up and around before trimming those branches or flying that kite.
- ★ Watch overhead power lines when working or playing with long objects (such as ladders, antennas, snow rakes, fishing rods, boat mast, kites, or tree trimmers).
- ★ Obey the 10-foot-rule—don't allow equipment, tools, or objects closer than 10 feet to an overhead power line.
- ★ Don't let anyone climb in trees near overhead power lines.
- ★ Do not plant trees near overhead power lines.
- ★ Downed power lines can kill. Don't guess; call your local electric utility.
- ★ Call Before You Dig! Before digging, excavating, setting a mailbox, fence post or planting trees and shrubs, remember to call for a locate of underground utilities. Simply call 811.



Listen on air or online at www.konp.com

The PUD on KONP's Todd Ortloff Show
2nd Thursday of each month
1:30 p.m. - 2:00 p.m.

BE SAFE THIS SPRING - CALL BEFORE YOU DIG!

Practice safety this Spring!

If you have landscaping or other outdoor projects in mind, remember to **Call Before You Dig** to have underground power or other utilities located and marked for safety.

It's easy! Simply dial "811" a few days prior to digging and tell the operator about your plans and in a few days they'll send a locator out!



811

Know what's below.
Call before you dig.

CLALLAM COUNTY
PUD

Bringing Energy To Life™

www.clallampud.net

Neighbors Helping Neighbors Donate to the 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 Community Aid, Sequim St. Vincent de Paul, and Olympic Community Action Programs. It's simple! Just complete the form below, enclose it with your bill payment and/or drop it off at a PUD office. The form is also available online:

www.clallampud.net/customer_service/NeighborlyAssistance.pdf

Neighborly Assistance Program

Name: _____ Acct. No.: _____
Address: _____ Phone No.: _____

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 Sequim Community Aid
\$ _____ to Sequim St. Vincent de Paul
\$ _____ to go to Olympic Community Action Programs

Signature: _____ Date: _____



Dick Goodman, KSQM Announcer

Listen on air or online at www.ksqmf.com

KSQM 91.5 FM

The "PUD Power Hour" on KSQM
1st and 3rd Wednesday of each month
10:00 a.m. - 11:00 a.m.



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www.clallampud.net



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UTILITY VANDALISM AND THEFT = DANGER



Utility facilities contain high voltage systems and are **VERY DANGEROUS**. Keep out of electric substations; pump houses and other utility facilities and buildings, as the equipment carries high voltage. Stay away from any PUD property marked "Danger," "High Voltage," or "Warning".

Tampering with any utility equipment can cause serious injury and may even cause death. Vandalism and theft is costly and could set off extensive power and utility outages.

Trespassing on PUD property and any kind of tampering or vandalism is also a criminal offense. **Offenders will be prosecuted to the full extent of the law.**

If you see any suspicious activity around PUD facilities, immediately notify authorities or call **800-542-7859**. The public is urged to report any non-utility personnel or vehicles around utility facilities.



www.clallampud.net