



Commissioners and staff spent many hours conducting interviews of candidates for the vacant Commissioner District 2 position.



A happy Clallam County Fair attendee with her PUD string backpack.

The Residential Energy Seminars on Heat Pump Water Heaters originally scheduled for Wednesday, October 10 has been canceled. For information on this or other rebates and incentives please contact our Conservation Department at 360-565-3249 or utilityservicesinfo@clallampud.net



Employees receive a presentation on the Cascadia Subduction Zone prior to the distribution of the PUD's Emergency Response & Restoration Plan to all employees.



Chanda Nicpon and Tyler King ready to answer questions at the Clallam County Fair.

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Clallam County PUD
 PO Box 1000
 Carlsborg, WA 98324

Postal Customer

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DOUG NASS

From the General Manager

Dear Customers,

With Fall upon us It's time to be thinking about storm season. Look for valuable information inside this issue on preparing for outages as well as how to best report an outage. Our crews have been out all summer clearing vegetation from around PUD equipment and doing their best with preventative maintenance but we can't be everywhere and we have to stay within our right-of-ways. This means that when we get those first windy days, branches fall and fly and, if the ground has been saturated, we have the potential for trees to come down. It's honestly not a time that we look forward to as it is an inconvenience for our customers and our employees must take time away after hours from their homes whether they are crew, dispatchers, or other support staff.

What I am thrilled to report, is that the PUD has officially produced its Emergency Response and Restoration Plan (ERRP). This is the cumulative effort of months of research and staff time as the needs of any organization are so specific to their service area, number of employees, locations, terrain, and customer base. The ERRP was distributed, along with a home preparedness guide, to all employees after receiving a presentation on the Cascadia Subduction Zone. While we hope to never experience something as devastating as a 9.0 earthquake, it is important that our employees are prepared at home so that in the case of a significant event, they will be able to ensure their families' safety so that they can assist with restoration of services to our customers. We encourage all Clallam County residents to be prepared!

This Fall the management team plans to conduct a deep exercise in to updating the PUD Strategic Plan. While minor updates are made annually, an in-depth review is needed every 3 to 5 years to make sure that as a living document, it remains relevant and actionable.

Lastly, we have breaking news that the PUD Commissioners have appointed David L. Anderson to fill the vacant Commissioner District 2 position. We were honored that 14 qualified candidates applied for consideration, making it a difficult decision but ensuring that we would end up with an appointee that we can be confident will be an asset to the Board of Commissioners and to you the ratepayers. Look for more information to come about your new Commissioner!

As always, if you have any comments, questions, or feedback, please do not hesitate to reach out by calling or emailing us at info@clallampud.net.

Doug Nass, General Manager

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, 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

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 (which is 98% clean energy!):

Coal:	1%
Hydroelectric:	87%
Natural Gas:	1%
Nuclear:	11%
Total.....	100.00%

David Anderson
Commissioner,
District 2
Information
Coming Soon!



Celebrating 78 years as Your Public Power Utility

October 7-13 is recognized nationally as Public Power Week and Clallam PUD is among those utilities proud to be a part of public power. In 1940 the people of Clallam County voted to establish a Public Utility District, "to reduce rates, to set aside moneys in lieu of taxes, and, through example, to compel the major private electric companies themselves to make rate reductions..." PUDs are unique in the nation, not-for-profit, by and for the local communities that we serve.

While we know that for the most part we're not at the front of your mind until the lights go out, Public Power Week is a good reminder of the benefit of living in a public power community. You benefit from lower rates than privately held utilities, energy efficiency programs and incentives to help you save money, and that you have a voice through your elected Board of Commissioners of the PUD. As a not-for-profit entity,

your PUD has a duty to act in the best interests of its customers, hence our Vision Statement of "Being the best utility for OUR customer."

Each PUD is unique as each PUD has a unique service territory and customer base. But what you may not know is that we are all partners in the united effort to serve public utility customers. We share best practices, engage in mutual aid agreements, and support each other's efforts. We are also represented by the Washington PUD Association that represents PUDs in state, regional, and national legislative and policy processes; provides information about PUDs and policy issues to its members and the public; offers training and development programs for utility leaders; and provides opportunities for PUD leaders and staff to meet, share information, and plan cooperative activities.

Our employees are not just the folks you talk to about your bill, or to report an outage. We are your friends and neighbors.

Our kids go to school and play sports together. Some of us are team coaches. Many of us give back to our communities through volunteerism or fundraising. We enjoy our beautiful Olympic National Park and shop locally. We are equally invested in the success of Clallam County and maintaining our quality of life well into the future.

So thank you for the support you have shown us throughout the years as YOUR public power utility!



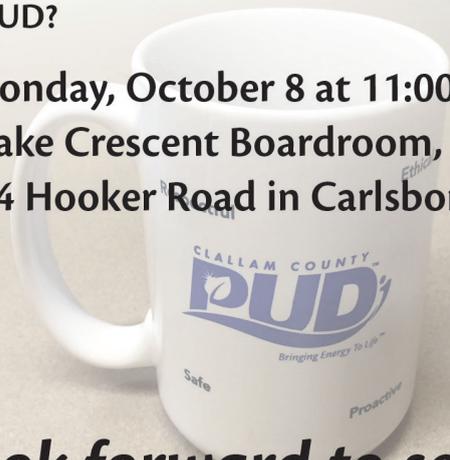
COFFEE WITH THE COMMISSIONERS

To kick off Public Power Week you are invited to come and share your thoughts with the PUD Commissioners over coffee and cookies!

- What do you love about your public power utility?
- What would you like to see different?
- What questions do you have about how things work at the PUD?

When: Monday, October 8 at 11:00 a.m.

**Where: Lake Crescent Boardroom, Main Office
104 Hooker Road in Carlsborg**



We look forward to seeing you!

#ClearlyClallam



**Coeann Church, Customer Service Representative
30 years in Clallam County/ 2.5 years at Clallam PUD**

"I love working with our customers. I want every customer to feel valued, leaving happier than when they first were being helped. I enjoy seeing all the many faces of Clallam County."

New Payment Kiosk Location

We now have a second payment kiosk, this time on the east side of the county! You may recall that in late April we installed a payment kiosk in Neah Bay inside the Makah Tribal Education & Training Center at 880 6th Avenue in Neah Bay. Now, our new kiosk in the Longhouse Market & Deli located at 271020 US-101 in Blyn is open for business! You will need to know your account number. These kiosks accept debit/credit VISA, MasterCard and Discover cards. It also accepts cash (it does not make change – any amount beyond your payment due is credited to your account) and standard size checks.



Please note that hours of operation will vary by location or there could be unscheduled closures due to community events or unforeseen circumstances. To avoid late fees or interruption of service, please plan accordingly. Remember – you can pay by phone 24/7 by calling 844-239-0074, or make a payment using the SmartHub app on your mobile device!



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.

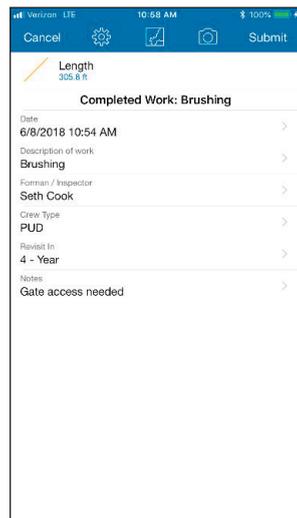


MORE THAN JOBS. ROOM TO GROW.

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To learn how you and Clallam PUD are #MorePowerfulTogether, visit
www.clallampud.net/more-powerful-together





**By Ken Brillhart,
GIS/SCADA Administrator**

Vegetation contacting the power lines is the leading cause of outages in our area. In 2017 there were 410 outages related to vegetation, affecting 31,961 customers. Total outage duration time was 1,771 hours, with 154,333 total consumer hours being lost. Preventative maintenance is key to keeping vegetation-caused outages to a minimum. Keeping track of completed work, when the next trim cycle should be, and where past outages have taken place is all part of the new Vegetation Management System. The system is simple and easy to use. The crew enters their completed work with a mobile device, simply drawing a line, filling in attributes, and optionally attaching photos. The resulting data is immediately available on the Vegetation Dashboard above.

A few words from the crew:

Bill Decker, Operations Superintendent, remarks, *"Handy, and easy to use. The crew on the west end likes it, and when it is handy, it will get used. It will also be very beneficial and easier to keep track of the rotation."*

Seth Cook, Tree Trimmer Foreman, declares, *"The new program is very efficient and easy to use! Thanks for streamlining this for us!"*

Brent Henning, Right of Way Maintenance Operator, notes, *"It is great having the ability to document our work completed on the iPhone or iPad, along with being able to easily attach before and after pictures of the work done."*

A big thank you to the vegetation crew; Bill Decker, Brent Henning, Cody Holmes, David Crippen, Ken Almond, Seth Cook, Tim Arndt, Todd Romero, and Tyler Gale, for keeping the lights on!



Michael Currie, Utility Advisor I
35 years in Clallam County/ 8 years at Clallam PUD

"I enjoy the ability to take a potentially complicated and technical purchase decision and educate the customer so that they can make the purchase that most reasonably fits their budget and needs while helping the utility to manage low rates."

Outages: How to Report Them and What to Expect

Here are a few tips to help you understand our outage process and get the most accurate information right from the source!

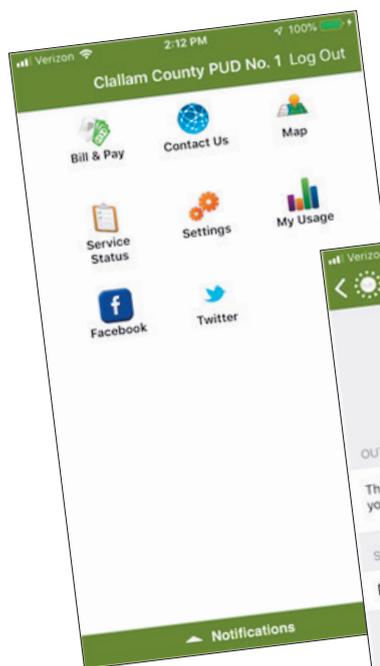


Figure 1

First, check your breakers and if they're ok – report the outage!

Call 360-452-9771 or 800-542-7859. You can also use the SmartHub mobile app to report an outage, located under the “Service Status” icon. (Figures 1 and 2) Once reported your status will reflect the outage (Figure 3)

IMPORTANT – do not report outages using social media or other platforms as these sites are not monitored for outage reporting and they will not log your address into our outage management system.

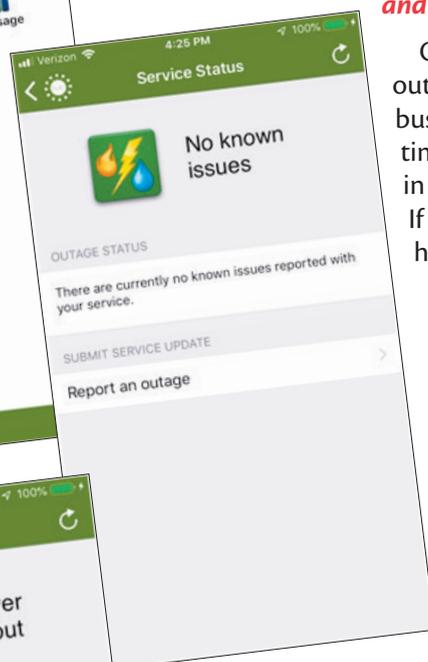


Figure 2

Once you've reported an outage, check www.clallampud.net for status updates and a link to the current outage map. Please note that after hours there is limited staff available to provide updates as they will be busy dispatching and responding to the outage. Safety takes top priority during this time and the response time can easily take up to two hours while crews are called away from their homes and have to arrive onsite in order to begin to diagnose the problem. We appreciate your patience during this initial response period. If the outage is showing on the outage map, then we are aware of it and crews are responding. If you do not have internet access, tune in to your local radio station for updates:

Sequim KSQM 91.5 FM
Port Angeles KONP 1450 AM
Forks 1490 AM

Our crews will be responding to the parts of the system that restore power to the largest numbers of customers first, then working their way down to the more isolated

outages. During major storms there may be dozens of outage events over a short period of time, significantly more than the available resources to respond to and make an assessment or provide a time of restoration estimate. It is not uncommon to experience several points of damage between some customers and the electric source. If you are part of an outage and your neighbors are restored but you are still out, check or operate your service panel breaker(s) in the event they tripped during the outage event. If you are still without power contact the PUD and report that your neighbors were restored but you were not.

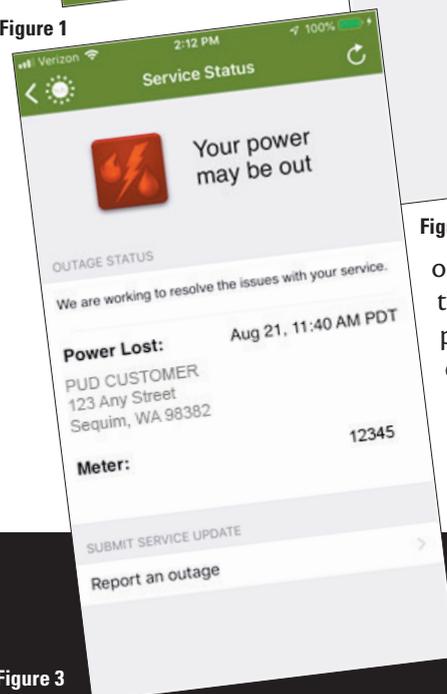
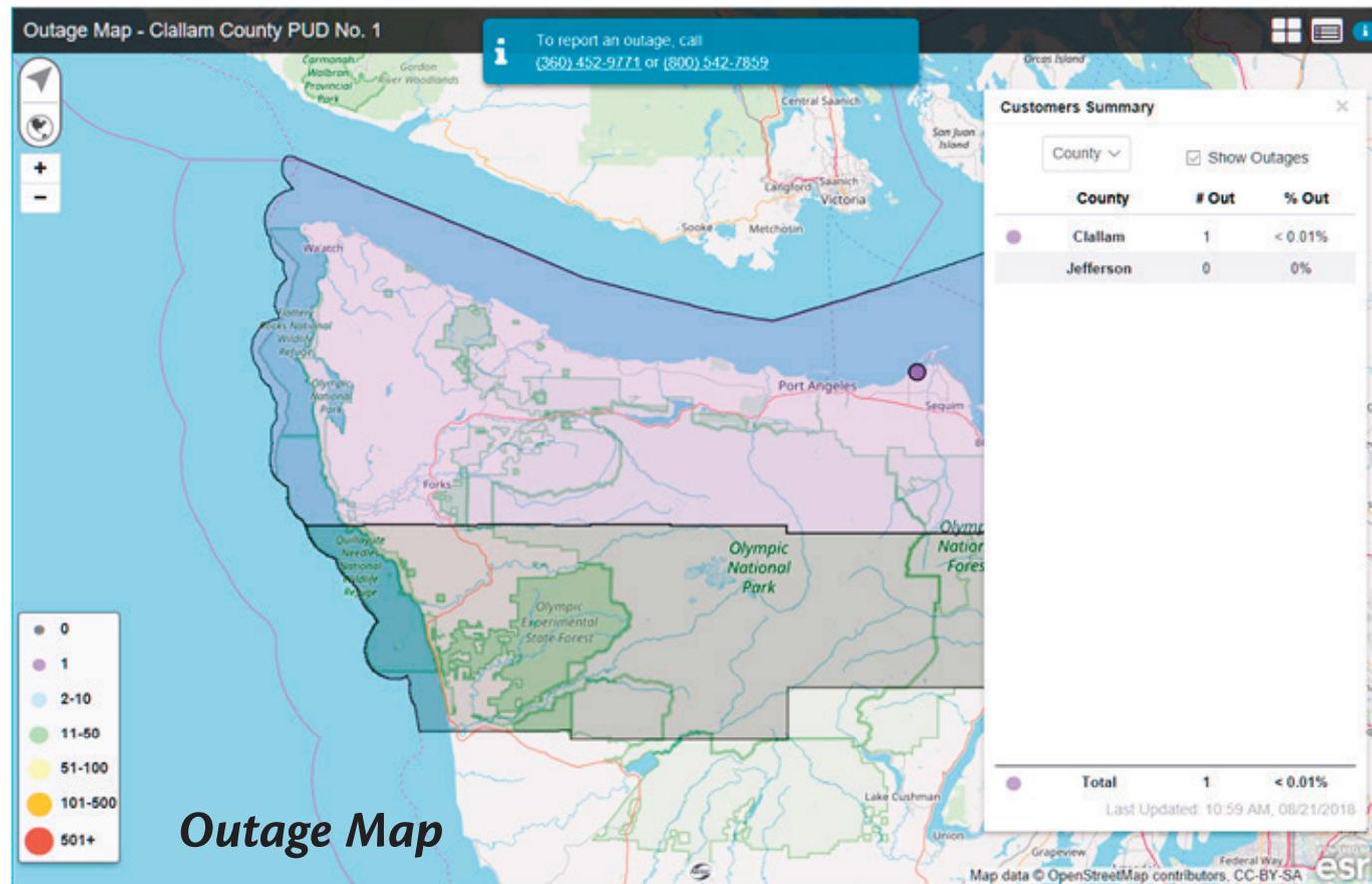


Figure 3

Lastly, the best thing you can do is to be prepared before the event of an outage! Visit our www.clallampud.net/outages-be-prepared page for information and resources on outage safety and preparation.



Outage Map

Help Us Help You

The PUD's outage management system identifies outage sites by the phone number used to report them. If your contact information has changed, and you have not notified us of that change, please do so now. This includes if you have recently disconnected a land line. We need to know to remove it from your account. This helps you in the case of automated calls that go out in the event of a planned outage.

Help us help you!

**Call 360-452-9771
or 800-542-7859 or email
customerservice@clallampud.net
to update your information.**

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!



MORE THAN A BUSINESS. BUILDING COMMUNITY.

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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 on the card below. Please clip and enclose this card 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.: _____ Phone No.: _____

Address: _____

My choices for participation in the Neighborly 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.

I prefer a one-time contribution of \$ _____

I want my one-time or monthly contribution to go to:

\$ _____ to Olympic Community Action Programs

\$ _____ to Port Angeles St. Vincent de Paul

\$ _____ to Sequim Community Aid

\$ _____ to Sequim St. Vincent de Paul

Signature: _____ Date: _____

The Northwest produces more hydropower than any other region in North America.

#HydroFlowsHere



MORE THAN ENERGY. A SHARED VISION.

We are **MORE POWERFUL TOGETHER.**

To learn how you and Clallam PUD are #MorePowerfulTogether, visit www.clallampud.net/more-powerful-together



CLALLAM PUD IS DAM PROUD

Renewable

In the Northwest, hydropower provides 90% of our renewable energy and costs 3 to 10 times less (per megawatt hour) than nuclear, coal, or natural gas plants. It's also cheaper than wind or solar.

Clean Air

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

Commerce

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

Flood Control

Dams protect our cities from floods. In 1996 they saved Portland \$3.2 billion in damages.

Fish

Adult Salmon are setting records on the rivers. nwriverpartners.org/how-are-the-salmon-doing

Find more facts at CleanHydro.com

