



Work continues on the Airport to Cherry St. Transmission Line Rebuild Project.



Testing for apprentice lineman tryouts.



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Clallam County PUD
 PO Box 1000
 Carlsborg, WA 98324

Postal Customer

PRSR STD
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DOUG NASS

From the General Manager

Dear Customers,

We all are too keenly aware of the challenge that this past year and a half has been. One of the greatest impacts to utilities has been the statewide moratorium on utility service disconnection that has been in place nearly the entire time. While on the surface, the intent was to provide relief to individuals and families impacted financially by COVID-19, the PUDs were leaders in immediately stepping up to work with customers and establish long-term payment arrangements without being mandated to do so. This is because PUDs are not-for-profit, community oriented utilities, governed by officials elected by the people they serve. This local control makes us best suited to respond to needs in our communities.

Unfortunately, the moratorium created significant arrearages and in many cases some customers have not been responsive to the ongoing outreach that our customer service team has been conducting for months trying to connect customers with local resources that can help pay for their arrearages. The reason this is important is because the disconnect moratorium ended September 30, 2021. If you, or someone you know has past-due balances on their utility account, I cannot stress how important it is to be applying for assistance. Please share this message with your friends and family. See page 4 for details.

Finally, as you may have seen in local news, I announced my intent to retire from the PUD effective January 15, 2022. I will have the opportunity to reflect on my time here in the future but while this is fresh news, your Board of Commissioners will be in discussion as to the next steps.

Until then, please continue to be safe and look out for each other in our community!

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



Fuel Mix

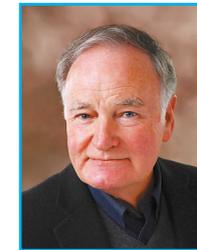
Your PUD's electricity comes from the following fuel mix:

Hydroelectric	83.31%
Nuclear	11.35%
Unspecified Resources*	5.34%
Natural Gas	0.01%
Coal	0.00%
Petroleum	0.00%
Solar	0.00%
Wind	0.00%
<u>Other Generation</u>	<u>0.00%</u>
Total	100%

*BPA Market Purchases

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.

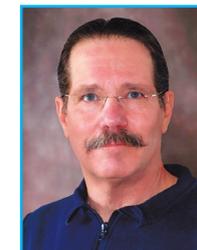


Will Purser
President, District #1

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

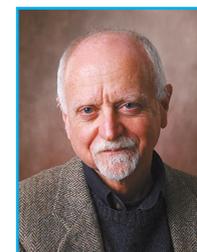


Rick Paschall
Vice President, District #2

Commissioner Paschall was elected to the 2nd PUD District on November 3rd, 2020 to serve a short term from December 1st through December 31st, and then taking a second oath of office to begin his full 6-year term on January 1, 2021. He has over 30-years of electric utility experience

in the Pacific Northwest. With experience including power supply, compliance, utility management, and participation in regional utility workshops, forums, and conferences, Commissioner Paschall brings a robust portfolio of knowledge to the District. For twenty years, he provided technical expertise for public power general managers at the Pacific Northwest Generating Cooperative (PNGC) and served for ten years as Vice-Chair of the Western States Power Pool, four years as Steering Committee member of the Western Interconnection Compliance Forum. He holds an MS in Economics, and BS in Mathematics. Commissioner Paschall resides in Port Angeles with his wife, Connie, and rescue dog, Henry.

rpaschall@clallampud.net • 360-565-3528



Jim Waddell
Secretary, District #3

Jim Waddell is a Civil Engineer who is retired from a 35-year public service career with the U.S. Army Corps of Engineers. For over twenty years of that career he has been a leader in developing the policies and practice of Sustainable Development. He also served with the Environmental

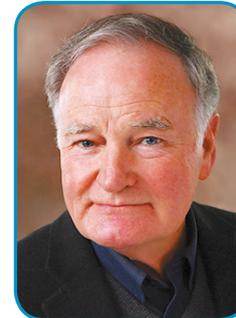
Protection Agency and the National Science Foundation (NSF). Jim's work with the NSF and then as the Senior Policy Analyst for the Environment in the White House office of Science and Technology Policy was largely focused on climate change policy, budgets and research integration. During the early stages of his career, Jim Waddell was an officer in the Army National Guard, serving in Engineer, Signal and Transportation units.

jwaddell@clallampud.net • 360-565-3521

On the Retirement of Doug Nass, General Manager of Clallam PUD 2006-2021

Thinking back on Clallam PUD before Doug joined us in 2006, we had just gone through two General Managers in a few years. Progress and morale were not good. At that point, the Commissioners conducted a search for a new General Manager who possessed the right combination of experience and personality to work with our employees and lead the PUD into the 21st Century.

After an extensive search we found Doug. His unique qualifications and experience made him a good fit for the PUD. Doug's initiation commenced with a "baptism by fire" his first two months, with Clallam County enduring three intense storms, severe enough to warrant the presence of Seattle KOMO TV cameras, a weatherman and reporters at our board meeting. Doug demonstrated his leadership by stepping up with pre-storm preparation, by personally checking on crews that were working day and night, bringing them coffee and donuts and generally making sure they were doing well and felt supported.



WILL PURSER



TED SIMPSON

Doug's 35-year background was filled with strong leadership experiences; as the Chief Engineer/Engineering Manager for all of Salt River Project's 4,000 MW generation; including hydro, coal, gas and combine cycle plants; and as Vice President and Program Manager overseeing the design and construction of all aspects of a large industrial city in Saudi Arabia; including managing the startup and operation of their power and desalination plant.

Doug arrived well prepared to work with the Commissioners to advance Clallam PUD into the future. We collaborated together to facilitate staff implementation of state-of-the art systems and software; an Outage Management System (OMS); Geographic Information System (GIS); and a Supervisor Control and Data Acquisition (SCADA) system. We implemented a new balanced scorecard performance metric that helped us identify, improve, and control the PUD's various functions and resulting outcomes, which enabled us to develop a sound and forward-looking Strategic Plan. Under Doug's tenure, our staff worked together to construct new pump stations and substations; complete many distribution and transmission improvements; Advanced Metering Infrastructure (AMI), new NISC software integration and build the new Administration building, Central Warehouse Facility, an Engineering addition, the Forks Operations buildings, and secure land purchases for future expansion.

On the financial stability, customer service, safety, and communication fronts; we achieved clean State audits, an excellent Aa3 Moody rating, developed an Emergency Response and Restoration Plan (ERRP), a COVID Safety Plan for employees and public, customer kiosk roll outs, Cost of Service studies and strong social media presence are all achievements that Doug readily attributes to our motivated and skilled workforce. His ability to build and lead a great team enabled these many accomplishments, all while maintaining low customer rates.

Under Doug's leadership Clallam PUD achieved the APPA Smart Energy Provider (SEP) award, and has been designated as a Reliable Public Power Provider (RP3) three times in a row by the American Public Power Association, with the latest in 2020 achieving the highest designation of "Diamond." This is achieved by less than 15% of the public power utilities in the country and its designation places us among the "best of the best."

The above successes result in a greatly-improved utility, improved morale and motivation among employees, and a community-wide appreciation of the PUD. Doug's development of leaders, managers, supervisors, and employees leaves the PUD in capable and skilled hands. We appreciate all that he has done to make the PUD a first-class utility. The Core Values that he established and the well-developed Strategic Plan he leaves us with, will continue to drive us towards our Vision of "being the best utility for OUR customers."

Doug has done an outstanding job and deserves a well-earned retirement and future.

We wish him all the best,

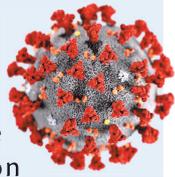
Will Purser

Clallam PUD Commissioner 2001 - present

Ted Simpson

Clallam PUD Commissioner 1985 - 2018

COVID-19 Customer Support



Governor Inslee's moratorium on the disconnection of unpaid utilities for residential customers due to COVID-19 expired on September 30. Clallam PUD has been committed to keeping our customers connected to essential services during the COVID-19 pandemic emergency through proactive outreach, initiating long-term payment plans, and connecting customers with community resources for assistance.

Unless your account is brought current or you have entered into a payment arrangement with Clallam PUD prior to this date your utility services will be disconnected for non-payment. Our customer service team has been repeatedly contacting customers with arrearages over the past months to connect them with assistance resources – funding is available!

If you need financial assistance, we encourage you to contact our local assistance agencies as soon as possible as some funds are first-come first-served. Applying early is your best opportunity to maximize the assistance you may receive. Visit <https://clallampud.net/covid-19-customer-support/> for complete details.

Outage Season Ahead!

Many look forward to Fall, and the changing colors of the leaves, sweaters and cozy mugs of your favorite beverage by a fire. Here at the PUD, it takes on an additional meaning to the time of year – that of the beginning of outage season. We understand the inconvenience of an unplanned outage as it impacts many of our employees when one occurs, sometimes both at home and work, depending on the location. As with so many other things in life however, you can minimize the frustration by planning ahead.

We always recommend that you check the batteries in your flashlights, test your generator if you have one, and have enough nonperishable food and water on hand. Most importantly, if you have medication that requires refrigeration, or medical equipment that requires power, have a plan for how you will accommodate these needs in the event of an outage. We have additional tips and resources on our website at <https://clallampud.net/outages-be-prepared/>.

You should also be prepared to protect the contents of your refrigerator and freezer. One of the easiest things you can do is freeze containers ahead of time, such as plastic gallon milk containers, of water which will help keep your food cold. If an outage occurs, put one in the refrigerator and keep it and the freezer doors closed to maintain the temperature. The FDA advises that a refrigerator will keep food cold for about 4 hours and a FULL freezer approximately 48 hours if the door remains closed. For their complete food and water safety tips visit <https://www.fda.gov/food/buy-store-serve-safe-food/food-and-water-safety-during-power-outages-and-floods>.

If your power goes out, the first thing you should do is check your breaker box for blown fuses or tripped breakers. If they're OK, check to see if your neighbors have power. Call 360-452-9771 or 800-542-7859 to report an outage. You can also use the SmartHub mobile app to report an outage, located under the "Service Status" icon. This is particularly handy in the event of a large outage where all of our inbound phone lines may be busy.

Once you've reported your outage, listen to the radio for outage updates or, if you have a smart phone, visit www.clallampud.net where we will post outage information on our homepage. Our outage map will update so you can see the location of the outages, and know that we are aware and responding. Updates will be posted as new information comes in. Please be patient as it can take some time, depending on location, for our crews to arrive on scene and assess the situation.



How Does My Utility Prepare For Outage Season?

Last Spring we had information in our 2nd Quarter 2021 HotLine newsletter about how our crews and the Bonneville Power Administration's (BPA's) crews work together when outages occur involving their transmission lines and system. Their program to remove danger trees was also discussed as much of this is behind-the-scenes work that isn't generally noticed. You can read that issue at <https://clallampud.net/customer-newsletters/>.

You'll be as pleased as we were to hear that on the Port Angeles – Sappho transmission line, BPA tree crews removed approximately 1,700 trees along 42

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line miles. This was in addition to the yearly helicopter, transmission line maintenance, and vegetation line patrols. This work reduces the chance of unplanned outages. Here at home, Clallam PUD vegetation management crews conducted work along a total of almost 80 miles of line.

You can see on the map (Fig. 1) the different color coded lines that indicated where work was performed and the type of work (Fig. 2). Our vegetation crews operate in different areas each year so that they have an ongoing maintenance cycle to keep growth under control.

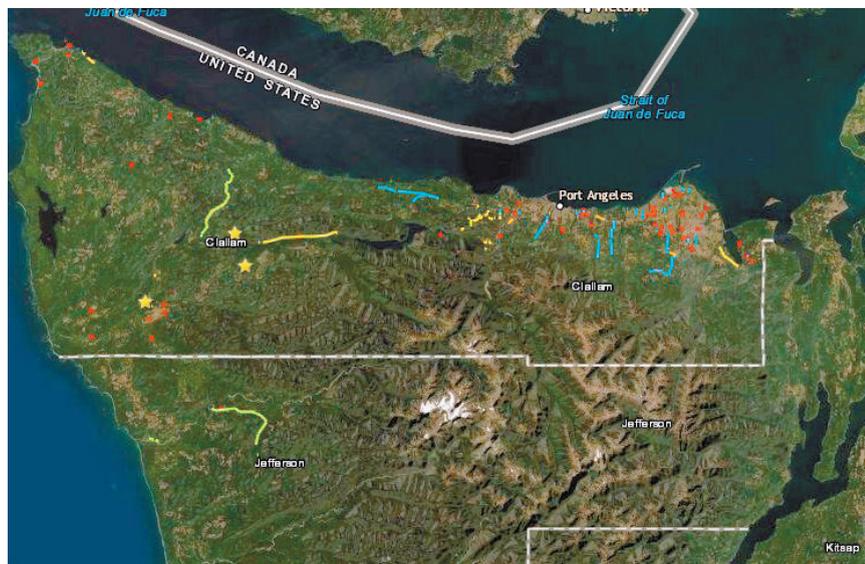


Fig. 1

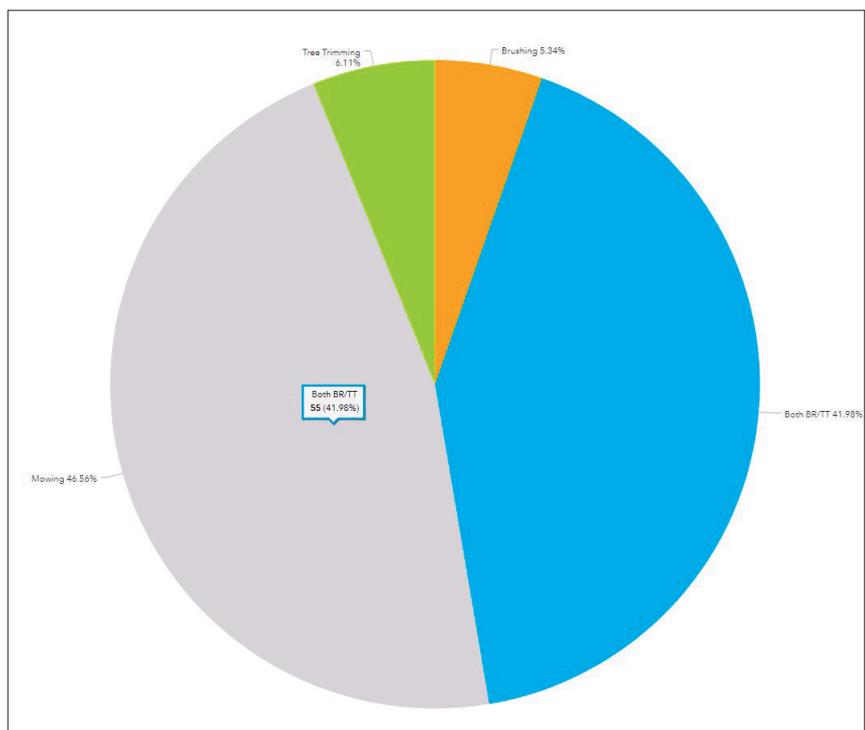


Fig. 2



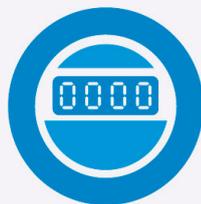
PUBLIC POWER: THE COMMUNITY-OWNED ADVANTAGE

Most of Clallam County receives electricity from Clallam PUD, one of more than 2,000 public power utilities that provide electricity to more than 49 million people across the country. Clallam PUD has operated alongside our customers since 1940. Public power utilities are community-owned, which means the people of Clallam are included in the decision-making process. Knowing our community and its needs helps us keep homes, businesses, and public places powered year-round. Another benefit you receive from Clallam PUD’s not-for-profit business model is that our electricity rates are some of the lowest in the state and country. Our strong commitment to our community can also be seen in how our employees—the people behind public power—work hard to provide the best customer service every day. These individuals from many departments including, human resources, administration, accounting and finance, public relations, field supervision, and engineering and operations, come together and serve our neighbors. As a not-for-profit public power utility, our loyalty is to our customers – not stockholders. We take pride in our governance structure, with an elected policy board comprising local members, that has open meetings the 2nd and 4th Mondays of each month. We thank you for your support of public power — an American tradition that works.


 A blue circle containing the text "120°" in white.

Save energy and avoid scalding burns: set water heater temperature to 120 degrees.

If you haven't adjusted the temperature on your water heater since it was installed (the default is typically 140 degrees), turn it down to 120 degrees. This temperature setting is safer and will save 4 to 22 percent energy annually.



Be smart: install a smart thermostat.

You can program the heating and cooling of your home and control it in an instant from your phone or tablet, saving energy and saving money.

Dehumidifiers and You



*By Mattias Järvegren
Utility Service Supervisor*

This article I am going to deviate a little from what I usually write about, and write about something that we don't offer any rebates for but still fits squarely as something that can improve the indoor environment in your home. The very much underrated dehumidifier.

One of the primary challenges in a home is how to deal with moisture. We don't always think about it because most of the moisture in our homes is evaporated, suspended in the air as high relative humidity, so we can't see it until we see mold growth in a bathroom or laundry room. Or when it condensates and we see 'sweat' or moisture build up around the frames of metal framed windows. The moisture generally comes from ourselves and the activities we partake in our homes. When we breathe we release moisture from our bodies. We boil food, we shower, we water our plants, and have fish tanks. All things that add moisture to the house.

One way we deal with the moisture is through ventilation. That's why we have bathroom fans and kitchen exhaust hoods. But most people only run those fans sporadically, when really it is best to have a fan that runs continuously, at a low speed, to ventilate and bring in fresh air to your home. Another alternative that's more effective is to run a dehumidifier to actively removes moisture from the air in your home.

A dehumidifier works in the same way that your refrigerator, heat pump, and heat pump water heaters work. It uses the compression cycle to cool down a metal coil that the dehumidifier blows air across. As the warm moist air of your home is blown across the cool coils, vapor in the air condenses and collects in a bucket in the unit, drying the air as it flows through the dehumidifier. It can be a little annoying to have to empty the bucket of water every day. But that annoyance is eased by realizing how remarkably much water is removed that used to be suspended in the air of your home.

Running a dehumidifier in your home can help with asthma and allergies, that are triggered by dust mites, mold, and mildew, that favor humid environments. It can improve the comfort of your home, as well as help protect against structural problems in a home that can develop over time if moisture levels in our homes isn't controlled.



You should be able to find a dehumidifier for around \$200, but how much does it cost to run it. Well here's where it gets really interesting. If you are heating with electric resistance heat, like an electric furnace, baseboards, or wall cadet heaters, a dehumidifier running will actually lower your heating costs. You are not going to see a huge reduction in your energy bills and the primary reason why dehumidifiers are good is because the benefits to your indoor air quality, but none the less they give off more heat energy than they consume. This is because of the dehumidification, and when water vapor changes phase from a gas to a liquid, the air releases the latent energy of the water in its vapor state. If you're already heating with a heat pump it's a little different, and it'll cost you a little more to run the dehumidifier. That's because you already have a heat pump that's specifically designed to heat your home, whereas the dehumidifier's primary purpose is dehumidification.

You will need to clean the filter on a dehumidifier regularly. But that's okay since we've already great at cleaning and changing the filters on our heat pumps, electric furnaces, refrigerators, and heat pump water heaters. And if you haven't already, going check those things right now because if you haven't made it a habit to clean and change them, chances are they need it now.

If you have any questions or comments regarding this article or if you would like to discuss any other energy saving opportunities, please don't hesitate to contact us. **We work for you and you can reach us via the web, www.ClallamPUD.net, email, Utility.Services.Info@ClallamPUD.net and phone, (360) 565-3249.**



Bring on the cold: wash clothes in cold water.

Unless your clothes are really dirty — choose cold water. If you wash and rinse your clothes in cold water, you use an average of 0.3 kWh per load (compared to 4.5 kWh per load for hot water and warm rinse). It is the most energy efficient and economical choice!

As we move into the heating season, here are some tips to most effectively manage your energy:

- ★ If you heat with a heat pump or ductless heat pump, don't set the thermostat back. Heat pumps are amazingly efficient at maintaining a set temperature, but very poor at heating a cold space up. Early in the morning it's the coldest time of day and you don't want your heat pump to have to work to warm up your home then. Find a comfortable temperature where you like to keep it, and never change the setting on your thermostat.
- ★ If you heat with baseboards, wall cadets, or an electric furnace, do set your thermostat back when you don't need it. Some good examples are when you sleep at night, or during the day when you're at work. The old saying that "it takes more energy to heat up your house, than it does to keep it warm" applies to heat pumps (see above), but not for electric resistance heating systems. You don't want to turn your heat off, because that can create mold and mildew problems in your home. But do set the temperature back as low as you feel comfortable, to about 55 F maximum. It's more convenient to use a programmable thermostat, but if you make a routine out of it you can save just as much on your bills on your own, without buying and installing one.
- ★ Keep an eye on your water temperature. You can check your water temperature with a cooking thermometer, and your water shouldn't be any warmer than 120F. If it's colder than that, you can have bad bacteria grow in the water. And the hotter your water temperature, the more it costs to heat your water. Changing the temperature setting on a water heater can be a little difficult and you should make sure that the breaker is turned off before you attempt to change it. If in doubt, ask for help from somebody you know and trust.
- ★ Don't use any more hot water than you need. When doing laundry, use the coldest water temperature setting that's acceptable for your clothing. Try to take shorter showers. Of course, the PUD doesn't have an opinion on how long our customers shower, but if you're trying to manage your electrical bill, shorter showers can actually make a difference over the heating season. And if you have teenagers at home, good luck. I have two teenage daughters and I know it's not an easy conversation.
- ★ If you have south facing windows, make sure the blinds and drapes are open during the day. In the winter we can use all of the light and warmth that the sun has to spare, so do let that sunshine in. Just remember to close them back up again in the evening. As the sun sets and it cools back down, you want to trap and keep as much of the heat that you have in your home. Your drapes and blinds aren't going to save you hundreds of dollars, but at night they do function like a little bit of extra insulation in front of your windows.
- ★ The ceiling fan direction in summer should be counterclockwise to help create a downdraft, which creates that direct, cooling breeze. Your fan direction in winter needs to be clockwise to create an updraft and circulate warm air around the room.
- ★ Lastly about space heaters. Using a space heater in just one room to keep that room warm, and let the rest of the home be cool can be an effective strategy to keep your bills low. But, you risk having moisture problems in those other rooms that you are not heating. If you can afford it, consider running a dehumidifier in the part of the house that you letting stay cool. Also, don't be fooled by expensive space heaters. All space heaters are electric resistance space heaters, just like baseboards, electric furnaces, and wall cadets, and there just isn't any real special technology that makes them more efficient. A simple space heater for \$50 can work just as well as the fancy \$400 units. Make sure to follow all safety instructions.

If you have any questions or comments regarding this article or if you would like to discuss any other energy saving opportunities, please don't hesitate to contact us. We work for you and you can reach us via the web, www.ClallamPUD.net, email, Utility.Services.Info@ClallamPUD.net and phone, (360) 565-3249.



Neighborly Assistance Program Helps Your Neighbors In Need

Did you know that Clallam PUD has a program where you can help assist others with their electric bills? It's called our Neighborly Assistance program. You can make a one-time or recurring contribution to a fund that assists qualified low-income residential customers. You can even simply round up your bill to the next dollar! Find out more or print the enrollment card below and return to us with your contribution. Your community thanks you!

<https://clallampud.net/neighborly-assistance/>

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!



Neighborly 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 below. Please clip and enclose this 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.: _____

Address: _____ Phone No.: _____

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.
- Please round up my bill to the next dollar and contribute the excess.
- I prefer a one-time contribution of \$ _____

I want my contribution to go to (check one):

____ to Olympic Community Action Programs

____ to Port Angeles St. Vincent de Paul

____ to Sequim Community Aid

____ to Sequim St. Vincent de Paul

Signature: _____ Date: _____

