



5-gallon water containers loaded for transport to Clallam Bay for water outage.



Potable water truck parked at the Clallam Bay library during water outage.



Lineman Ivan Welch receives recognition for his photo (right), receiving an award from the NW Public Power Association.



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Clallam County PUD  
 PO Box 1000  
 Carlsborg, WA 98324

Postal Customer

PRSR STD  
 U.S. Postage  
 PAID  
 Olympic Mailing  
 Services  
 ECRWSS



# From the General Manager



DOUG NASS

**Dear Customers,**

It has been an honor to work my entire career of nearly 50 years in the utility industry, starting with one of the largest public power utilities in Arizona, and ending here in beautiful Clallam County for the last fifteen.

I’ve had fun throughout those years, learned a lot, and most of all loved the employees I’ve worked with; many dedicated, hardworking, service-oriented people!

As new residents move to the area and younger generations are raised in our community, the value of public power is often taken for granted. Lights on overhead and clean and abundant water flowing through the faucet are the extent of what most anyone expects of a utility these days. Only when these don’t happen do we realize the value of electricity and water.

The origins of public power and the benefit of local control should not be forgotten. Our

Clallam County pioneer families worked hard to achieve this privilege; they were tough, strong, independent people who fought hard for electricity and water. Their challenging lifestyle dramatically changed for the better when electricity and water reached their farms and homes.

We are seeing a similar movement today with a newly intensified demand for access to broadband at a time where our lives, work, and school as we’ve known it have been upended by a pandemic. In our 80th year, the global pandemic highlighted the value and need for strong, reliable broadband, and our PUD may be a major contributor in helping to meet that need in the future. We are already ahead of many utilities by providing the broadband backbone across the county to the PUD offices and substations, and for a number of ISPs.

As new technology and clean energy goals move us forward, we are constantly balancing reliability and cost, and whether a solution is best for the unique needs of our county. We will continue to abide by our core values, represented by the acronym R.E.S.P.E.C.T.

which stands for Respectful, Ethical, Safe, Proactive, Excellent, Customer Focused, and Team Oriented. This level of dedication is continually evidenced by our employees responding to events at all hours; whether it’s a storm knocking power out or a water main break in the middle of the night, our employees are up all night and work for days to make sure all customers get reconnected to services for their homes, businesses, and schools.

We are very fortunate to have as our foundation clean, reliable, dependable, and 24/7 hydropower from the Bonneville Power Administration, along with dependable, high-quality water from our Local Utility Districts. Although many changes in energy and water are coming, we at the PUD wish to reassure you in placing your well-being and confidence in the miraculous gift of electricity and water that the PUD is blessed to bring to you, our owners, the customers of Clallam PUD.

I feel positive, and you should too, that the future here at Clallam PUD is in the good hands of highly qualified and dedicated employees. I invite you to visit our website at <https://clallampud.net/about/> to read our Strategic Plan, created for your benefit, and to see the direction your PUD is headed in the future. In following this plan, we will continue to strive to meet our Vision of “Being the best utility for OUR customers.”

Warmest wishes,

**Doug Nass,  
General Manager**

*(Ed. Note: Doug Nass will retire as the General Manager of Clallam PUD on January 15, 2022.)*

## Contact PUD

**PO Box 1000  
Carlsborg, WA 98324  
360-452-9771  
Toll-free: (800) 542-7859  
info@clallampud.net  
[www.clallampud.net](http://www.clallampud.net)**



### Fuel Mix

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

Hydroelectric .....	84.90%
Nuclear .....	10.77%
Unspecified Resources* .....	4.33%
Natural Gas .....	0.01%
Coal .....	0.00%
Petroleum .....	0.00%
Solar .....	0.00%
Wind .....	0.00%
Other Generation .....	0.00%
Total .....	100%

\*BPA Market Purchases

# Introducing Your Next General Manager

On September 13, 2021, the PUD Board of Commissioners selected Sean Worthington to be the next General Manager of Clallam PUD upon the retirement of Doug Nass. Mr. Worthington is currently the Finance Manager/Treasurer of the District and will step into the new position effective January 16.

Mr. Worthington received his Bachelors degree in Management Information Systems and Business Management from Washington State University. He came to the PUD from the banking and construction industries. He started with the District in 2013 as the Customer Service Supervisor and was promoted to Customer Service Manager. He was subsequently promoted to Finance Manager/Treasurer in 2018. He also currently serves on the Port Angeles School District Capital Advisory Committee.



Commissioner Purser said "By selecting an internal candidate we preserve employee morale, have a truncated learning curve, benefit from their familiarity with local issues such as the Clean Energy Transformation Act, and existing relationships with regional utility organizations."

## Daughter of PUD Employee Awarded Scholarship

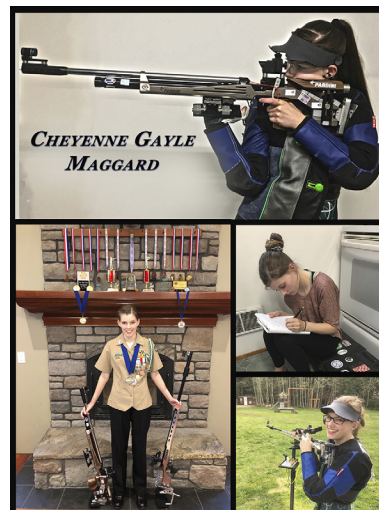
The Washington Public Utility Districts Association (WPUDA) has awarded a \$1,000 scholarship to Cheyenne Maggard, daughter of Brent and Meghan Maggard of Port Angeles. Brent Maggard is Clallam County Public Utility District's (PUD's) Electrical Equipment & Environmental Specialist. Cheyenne was recognized at the WPUDA Annual Conference on December 3rd.

The WPUDA Educational Scholarship recognizes a dependent of a Public Utility District employee and PUD member of WPUDA. This annual award recognizes a senior-level student who demonstrates scholastic ability, community involvement, and thoughtful consideration of the services provided by PUDs. WPUDA represents twenty-



seven PUDs across Washington State.

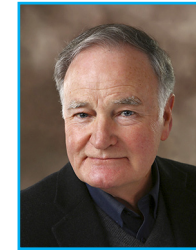
Cheyenne is a homeschool student graduating with the class of 2022 and participates in Peninsula College's Running Start program. She is heavily active in the Port Angeles High School JROTC program, excels in shooting sports,



and has volunteered for myriad community service events and projects in Clallam County. Her application package included an essay on renewable energy as it relates to reliability and environmental concerns.

## 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.

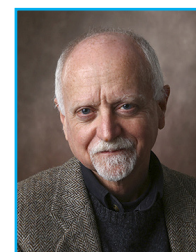
[wepurser@clallampud.net](mailto:wepurser@clallampud.net) • 360-565-3512



### 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](mailto: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](mailto:jwaddell@clallampud.net) • 360-565-3521



# 1st Quarter SmartHub Incentive!



*Have you tried our SmartHub online account portal  
on our website or downloaded the SmartHub app  
for your mobile device?*

*If not, what are you waiting for?*

For the whole 1st quarter of 2022, we are offering an incentive of a \$10 credit to your account when you enroll in SmartHub and sign up for both autopay and paperless billing.

If you already have either auto pay OR paperless billing, but not the other, simply sign up for the one you don't have and receive a \$5 credit!

**Why have SmartHub at all?**

With SmartHub you have control of your account at your fingertips!

- View your usage and compare to prior years
- Power outage reporting
- View bill history
- Pay bill online
- Manage notifications

These tools will help you manage your energy usage for maximum efficiency and savings! Plus when you sign up for autopay and paperless billing you're helping to reduce postage and save paper, contributing to



efficiencies in processes and good green practices!

### To enroll in SmartHub

To enroll in SmartHub you will need your account number. Go to the SmartHub portal located at the upper left corner of our website at [www.clallampud.net](http://www.clallampud.net) and click on the upper "Account Access" button. There are enrollment instructions just above the button that you can use to walk you through the enrollment process. On a mobile device, simply download the SmartHub app (use the QR codes provided on this page!) and go through the prompts.

Once enrolled, go to Billing & Payments->Auto Pay Program and follow the instructions. (Bill & Pay on the mobile app.)

To sign up for paperless billing, you will be prompted as you enroll. If you have already been a SmartHub user, go to "My Profile" and "Update My Printed Bill" settings on a desktop computer, or, in the mobile app, go to Settings, then Paperless Bill Settings.

### To receive your credit

To receive your credit once you have completed signing up for autopay and paperless billing, while logged in, go to Contact Us, then choose Report and Issue/ Inquiry, then select Other Issue/Inquiry and choose Paperless/AutoPay Credit Req. This is an important step to let us know you have completed the steps! Please allow up to three business days to receive confirmation. Only one credit allowed per customer.

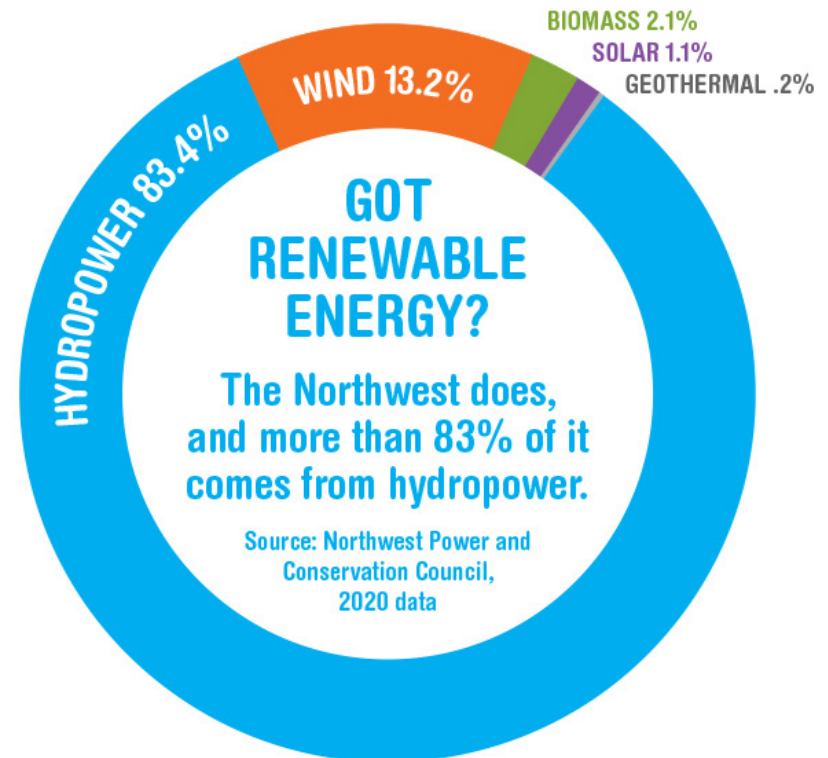
**If you have questions, call us at 360-452-9771.**

## 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!



## 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.



# Hybrid Electric Water Heaters



**By Mattias Järvegren**  
**Utility Services Supervisor**

Most homeowners who have heat pumps use them to heat and cool their homes. But a heat pump also can be used to heat water. Enter the hybrid water heater, or heat pump water heater as we also call them.

But, while a heat pump is a good comparison for these water heaters, a better comparison is perhaps

your refrigerator that relies on the same process as a heat pumps to move heat from the inside of the refrigerator to the outside of the refrigerator in order to keep your food cool and fresh. This is because your refrigerator is a self-contained appliance just like the hybrid water heater, with the primary difference being that the hybrid water heater moves heat into the appliance in order to heat the water, instead of out of it.

### How does a hybrid water heater work?

Hybrid water heaters use electricity to move heat from one place to another, using refrigerant and a compressor, rather than generating their own heat like a traditional electric resistance water heater. This makes them two to three times more efficient, according to the U.S. Department of Energy (DOE). Think of a heat pump water heater as a refrigerator working in reverse.

- ▲ A refrigerator pulls heat from inside a box and dumps it out into whatever room it's in.
- ▲ A hybrid water heater pulls heat from the surrounding air and dumps it, at a higher temperature, into a tank to heat water.

The hybrid water heaters are called “hybrid” water heaters because, during periods of high hot water use, they can switch to standard electric resistance heat automatically. You can use your unit’s control panel to set the hybrid water heater to various settings, including hybrid mode. If you don’t want it to switch over automatically, simply set it to the heat pump mode.

Many control panels have multiple settings and modes to maximize energy savings. If both of your kids are showering at the same time in different bathrooms while you’re running the dishwasher, you can switch it to “High-demand” or “Hybrid” mode to get adequate hot water. Hybrid mode is the most energy efficient mode for daily use.

### How much will a hybrid water heater cost you?

Like most things that operate more efficiently and save you money, a hybrid water heater costs more than a traditional electric resistance water heater. A 50-gallon heat pump water heater on its own can retail for around \$1,500, while its older, conventional cousin, the electric resistance water heater, can be purchased for closer to \$500.

It’s recommended you have a professional install your hybrid water heater to maximize its energy efficiency. Here at Clallam County PUD we have a list of participating plumbers that can help you with your hybrid water heater installation.

When you use a plumber from our Participating Installer list we can offer a \$600 instant rebate, that the plumber will take off your cost to purchase and install the new heat pump water heater. So far we only have three on our list (see next page), so if you know of any plumbers that you think that we should work with, please have them contact us.

## HYBRID ELECTRIC WATER HEATER SIZING GUIDE

50 Gallon	65 Gallon	80 Gallon
Up to 2 adults -or- 1 adult and 1 child	3 adults -or- 2 adults and 2 children	4+ adults -or- 2 adults and 3+ children

### WHY SIZE UP?

Compared to standard electric tanks, hybrid water heaters rely less on inefficient heating elements to keep up with demand. Upgrade to a hybrid with a larger tank to take advantage of increased efficiency and cost savings.





Of course we also recommend that you get a couple of bids to evaluate, so if you end up using a plumber that's not signed up as a Participating Installer, you may apply for our \$500 mail-in rebate coupon. You can also use the rebate coupon if you insist on doing your own installation. You can find that rebate coupon on our website at <https://www.clallampud.net/water-heater-rebates/>. In either case, our customers are only eligible for one rebate, so either use one of our participating plumbers and get the \$600 instant rebate, or fill out the \$500 mail-in rebate after you've had your water heater installed by either another plumber or yourself.

If you have any questions 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!

You can reach us via the web, [www.ClallamPUD.net](http://www.ClallamPUD.net), email, [Utility.Services.Info@ClallamPUD.net](mailto:Utility.Services.Info@ClallamPUD.net) and phone, (360) 565-3249.

## Participating Professional Installers

### Angeles Plumbing

(360) 452-8525

917 W. 8th St., Port Angeles, WA 98363

### Brother's Plumbing

(360) 683-9191

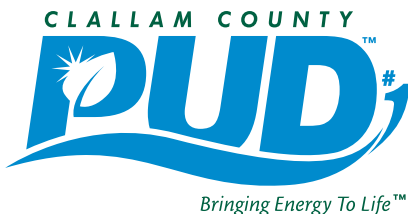
PO Box 2136, Sequim, WA 98382

### SeaGreen Plumbing

(360) 775-7590

40 Taylor Cutoff Rd. #12, Sequim, WA 98382





# Neighborhood 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 Neighborhood 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/>

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 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 Neighborhood 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

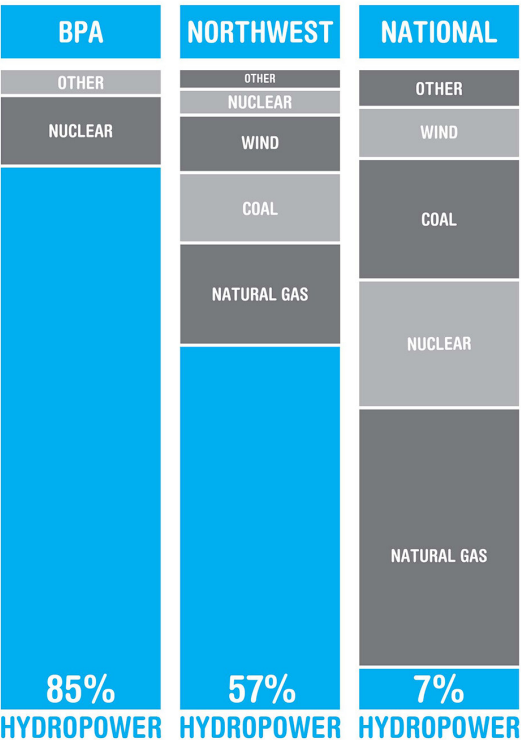
Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Set low standards: set your thermostat to 68 degrees in winter.

For every one degree Fahrenheit you turn your thermostat down, you will use one percent less energy.

# Energy Sources



THANKS TO  
NORTHWEST  
RIVERS AND THE  
CARBON-FREE  
HYDROPOWER  
THEY PRODUCE,  
BPA CUSTOMERS  
BENEFIT  
FROM CLEANER  
ENERGY.



\*ALL FIGURES 2020 ENERGY GENERATED