



Transmission line is transferred over to new poles in Neah Bay.



Senior Water & Wastewater Technician George Crabb performs a challenging repair to a water main along Old Olympic Highway.



Slide on BPA line to Forks.

## INSIDE:

MESSAGE FROM THE GENERAL MANAGER .....	PAGE 2
2022 ELECTRIC RATES .....	PAGE 3
REOPENING/OUTAGE INFORMATION .....	PAGE 4-5
INSULATION .....	PAGE 6-7
YOUR UTILITY .....	PAGE 8

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



SEAN WORTHINGTON

It is with great enthusiasm that I welcome you back in-person to our facilities!

I realize that some feel we should have opened back up sooner. However, please understand that, as an essential service, we could not afford to have significant numbers of our employees potentially unavailable due to COVID-19. Even with all of our precautions, it still impacted us but we were able to keep the electricity and water flowing. You can read the details of our reopening plans on page 3 inside this newsletter.

The pandemic has affected us in other ways as well. We have always prided ourselves on our responsiveness and customer service. Ironically, just as we are seeing explosive growth in housing and building, it comes at a time when we are facing highly unusual lead times and cost in acquiring the necessary padmount transformers needed for new construction. What used to take 6 weeks to arrive and cost \$1,745 (in 2019) is now taking as much as 66 weeks and costs \$6,298! More often though, we are just told there is a delay and we cannot receive accurate shipment estimate. We are working on communicating this information across multiple channels so that builders and developers understand the potential for delay. Utilities across the state are experiencing the same thing so this is something we have no control over.

Lastly, this is the first HotLine issue for me as your new General Manager. I welcome your feedback and questions about your public power utility. You can email [info@clallampud.net](mailto:info@clallampud.net) or join us at a Commission meeting where we hold two public comment periods.

Welcome back!

Sean Worthington,  
General Manager

## Contact PUD

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



## Fuel Mix

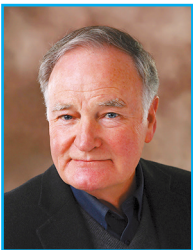
Your PUD's electricity  
comes from the  
following fuel mix:

Hydroelectric .....	85.44%
Nuclear .....	10.84%
Unspecified Resources* .....	3.72%
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

## Commissioners

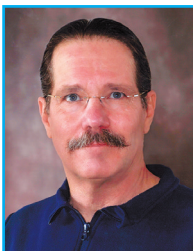
Clallam County Public Utility District #1 is directed by a three-member board of commissioners elected by the citizens of the county. Our Board holds public meetings the 2nd and 4th Mondays monthly at 1:30 p.m. at our Carlsborg Main Office.



**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.

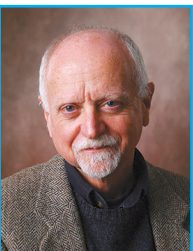
[wepurser@clallampud.net](mailto:wepurser@clallampud.net) • 360-565-3512



**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



## 2022 Electric Rates

As noted at right, an electric rate increase went into effect April 1, 2022. The rates, set by your locally-controlled PUD are designed to recover costs and maintain financial stability. We are fortunate to enjoy some of the lowest rates in the country, due to the abundance of carbon-free, clean, and renewable hydropower. It is especially challenging to maintain these low rates considering the vast expanse of our service area, when compared to other utilities of similar numbers of meters.

### REMINDER - APRIL 1, 2022 RATE INCREASE

The PUD reminds customers that the new electric rates are effective on all bills rendered on or after April 1, 2022.

At their August 9, 2021 Commission meeting, the Board approved changes to the Electric System Rate Schedules which included an average electric rate increase of 2.25% for the average residential rate payer for all bills rendered on or after April 1, 2022.

The new residential electric rate for most of the county is \$0.0778 per kilowatt hour. You can find the detailed rate schedule at

<https://www.clallampud.net/electric-rate-information-2/>

### 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.



### 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!





# PUD Facilities Reopen to the Public!

In March, the Board of Commissioners approved reopening District customer service lobbies to the public on April 11. The first in-person Commission meeting also took place on that date. Coinciding with the reopening, the PUD has new hours of operation.

**PUD hours of operation will be 6:30 a.m. to 5:00 p.m. Monday through Thursday. Customer service hours will be:**

■ **Carlsborg Main Office: 7:00 a.m. to 5:00 p.m. Monday - Thursday**

■ **Forks office: 7:00 a.m. to 5:00 p.m. Monday - Thursday**

■ **Seki office: 8:00 a.m. to 4:00 p.m. Wednesdays**

This change in operating hours will allow extended

hours for customers and greater efficiencies in operation, especially for crews traveling long distances to and from work sites. It also provides a competitive employee benefit that several utilities in Washington and Oregon have already begun offering.

We ask that if you are experiencing any of the following symptoms, not caused by another condition, to not enter the building and, instead, call us at 360-452-9771 for assistance:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- Recent loss of taste or smell

- Sore throat
- Congestion
- Nausea or vomiting
- Diarrhea

As the facilities reopen, public use of the meeting spaces at the main office will not yet be available to reserve as those rooms will be used by employees for meetings to allow for social distancing. We are still trying to limit the numbers of people that will be accessing the facilities so that we do not compromise our ability to respond as an essential service provider.

Remember, we have kiosks across the county; some of them with 24/7 access!

For a complete list of payment options and locations, visit <https://clallampud.net/payments/>

## Conservation Targets



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

At the Board of Commissioners meeting of Monday, April 11, 2022 District staff made a presentation to the Board on energy conservation activities for compliance with the energy conservation standards required under Washington's Energy Independence Act (EIA).

The presentation showed that for the 12th year in a row the District has exceeded its two-year target for energy conservation. The PUD had set a conservation target of 6,833 megawatt hours for 2020-21 EIA compliance period. The presentation showed that the PUD conserved 11,337 megawatt

hours during that two-year period.

"Congratulations to our Utility Services department," said PUD General Manager Sean Worthington. "Through their hard work, the Clallam County PUD is exceeding the high standards set by the state and by ourselves and is ensuring that the energy services the PUD provides to its customers is being used responsibly and efficiently."

The PUD Utility Services department works with local contractors as well as with both residential and non-residential customers to meet the standards set under the EIA. This includes offering home and business rebates and incentives for the purchase of energy-efficient heat pumps, water heaters, and home and business weatherization work.

Passed by the voters in 2006, the EIA requires electric utilities with more than 25,000 customers to meet renewable energy and energy conservation standards. Under the Act, the utility is permitted to set its conservation standard using a method called the Utility Analysis option. Under this option, an outside consultant determines the conservation potential of the PUD and sets both two-year and ten-year goals. Those goals are then approved by the PUD Board of Commissioners.

## Power Outage Recovery

Thankfully we are entering the season of fewer instances of unplanned outages due to storms but occasionally customers can experience outages due to other circumstances. Here are a couple of images that may help explain some aspects of which we receive comments.

The "Anatomy of a Power Pole" image shows, in detail, an average power pole with lines and a transformer attached. When customers hear a loud "bang" or explosion, it is frequently commented that someone "heard a transformer blow" however, what they are actually hearing is a fuse blow. These fuses protect the system, much like your breaker at home, when a fault occurs. If you do hear this occur and experience an outage, it can be helpful information for us, so please do note it when you call to report an outage. You can also add it into the comments when you report an outage using our SmartHub app.

The second image shows a representative example of the order in which outage restoration occurs. Just a reminder, the reason our crews cannot work on the Bonneville Power Administration's system, is that it is

*continued page 5*

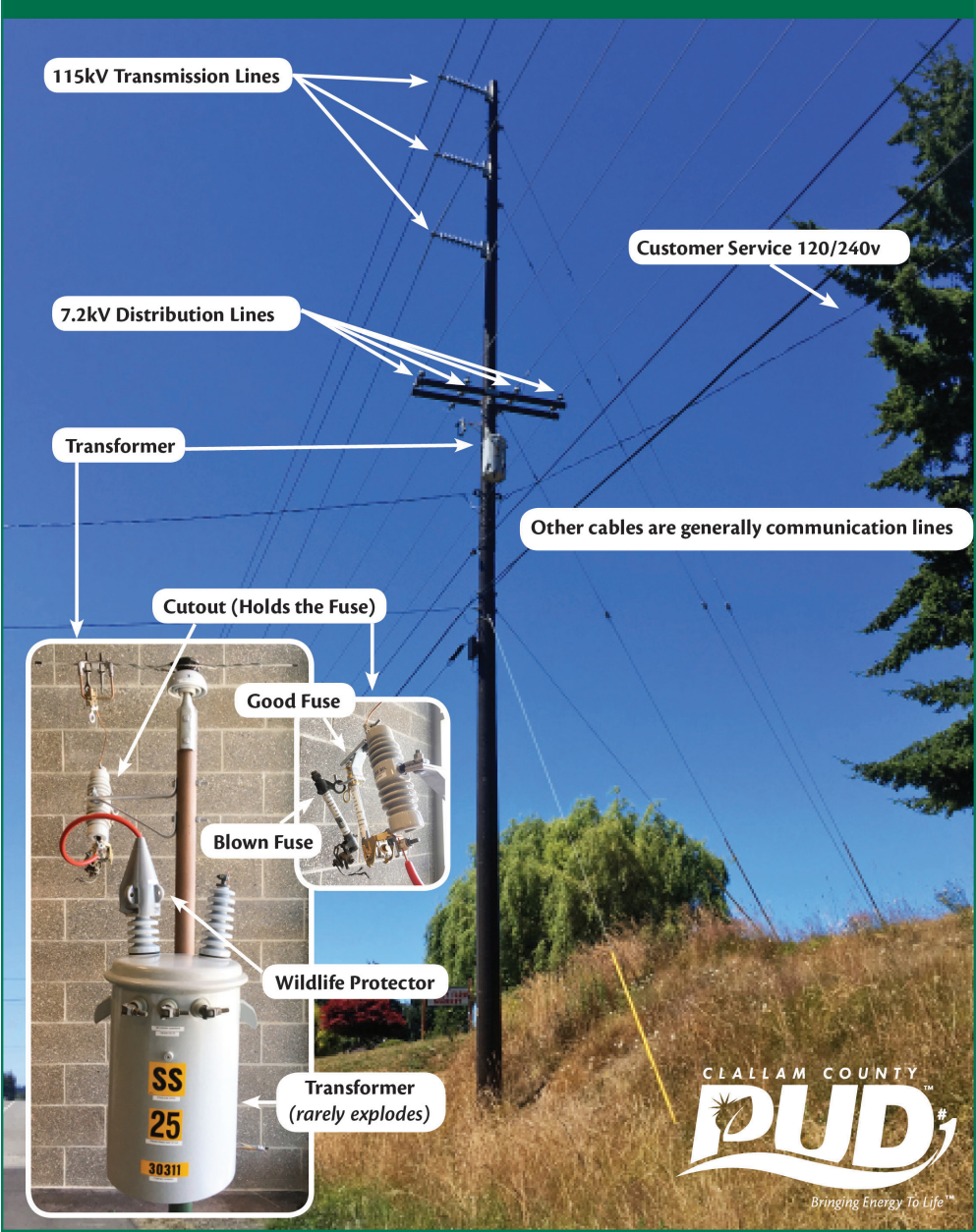


a safety issue and is covered by both State and Federal (OSHA) law. When any utility provides crews to assist other utilities in mutual aid circumstances, there are extensive and time-consuming mandatory safety briefings that must cover specific technical information and current status that only the system owner could be aware of.

Additionally, our crews are usually working on storm damage to the PUD electric system and it would not be effective for PUD crews to be sidelined

to receive up to two hours in mandatory briefings and make other preparation to repair BPA lines when by the time the major work commences, the BPA crew may have arrived. What the PUD does do to reduce BPA outage time is to help patrol the BPA lines so that we can pinpoint the location and convey that information to BPA and therefore reduce essential response time. This patrolling activity can easily take more than two hours and be accomplished while the BPA crew is en route.

# ANATOMY OF A POWER POLE



## Power Outages – How Recovery Happens

STEP 1

EMERGENCY RESPONSE & DAMAGE ASSESSMENT

During and after a storm, utility crews de-energize downed lines and safely assess other damaged parts of the system to reduce potential dangers.

STEP 2

TRANSMISSION LINES

High-voltage transmission towers and lines seldom fail, but can be damaged by severe wind or flooding. One line can serve tens of thousands of people. If one of these lines is damaged, utility crews would focus on restoring it first.

STEP 3

SUBSTATIONS

Utility crews check distribution substations, which can serve several thousand homes and businesses, to see if a major outage is occurring because of a problem at the substation or with the transmission line coming into the substation.

STEP 4

MAIN DISTRIBUTION LINES

Main distribution lines carry power from substations to a central point in a neighborhood. When power is restored on these lines, whole neighborhoods and business districts may see the lights come back on as long as there are no problems further down the line.

STEP 5

LOCAL DISTRIBUTION LINES

Local distribution lines carry electricity to utility poles or underground transformers serving one to several homes or businesses. Utility crews work on these lines after repairs to the main distribution lines and prioritize locations to get the largest number of customers back in service.

STEP 6

SYSTEM IMPROVEMENTS

Once power is restored, utilities assess if the recovery plan should be updated, and identify parts of the system that may benefit from upgrades or enhancements to reduce the likelihood of damage in the future.





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

What's the first thing we as humans do in order to stay warm when it's cold out? We put on some warmer clothes. The same should go for our homes, and a vital component in any home that seeks to be energy-efficient is a warm layer, or as we call it when it comes to our homes, insulation.

To understand how insulation works it helps to understand heat flow, which involves three basic mechanisms -- conduction, convection, and radiation. Conduction is the way heat moves through materials, such as when a spoon placed in a hot cup of coffee conducts heat through its

handle to your hand. Convection is the way heat circulates through liquids and gases, and is why lighter, warmer air rises, and cooler, denser air sinks in your home. Radiant heat travels in a straight line and heats anything solid in its path that absorbs its energy.

Most common insulation materials work by slowing conductive heat flow and convective heat flow. Radiant barriers and reflective insulation systems work by reducing radiant heat gain. To be effective, the reflective surface must be in contact with an air space.

Regardless of the mechanism, heat flows from warmer to cooler areas until there is no longer a temperature difference. In your home, this means that in winter, heat flows directly from all heated living spaces to adjacent unheated attics, garages, basements, and especially to the outdoors. Heat flow can also





move indirectly through interior ceilings, walls, and floors--wherever there is a difference in temperature. During the cooling season, heat flows from the outdoors to the interior of a house.

To maintain comfort, the heat lost in the winter must be replaced by your heating system and the heat gained in the summer must be removed by your cooling system. Properly insulating your home will decrease this heat flow by providing an effective resistance to the flow of heat.

It may seem counter intuitive that we're talking about insulation as we're going into spring, but spring and summer are a great time for home energy upgrades, so that you're all ready and set by the time that fall and eventually winter returns. If you have a poorly or uninsulated crawl or attic space, Clallam County PUD offers incentives to help pay for insulation improvements. For more information about our insulation program, navigate your browser to [www.clallampud.net/insulation/](http://www.clallampud.net/insulation/).

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](http://www.ClallamPUD.net), email, [Utility.Services.Info@ClallamPUD.net](mailto:Utility.Services.Info@ClallamPUD.net) and phone, (360) 565-3249.

# AVOID UTILITY SCAMS



## Learn how to avoid common phone utility scams

According to the FTC, fraud complaints were received from more than 2.8 million people in 2021, showing a total loss of \$5.8 billion, \$2.3 billion of which were from impostor scams. Many of these scams are utility scams where scammers pretend to be representatives of utility companies and demand immediate payment to avoid service disconnects.

## LEARN HOW TO SPOT A UTILITY SCAM WITH THESE TIPS:

1



Utility companies **do not request payment, or other personal information, over the phone or through email**

2



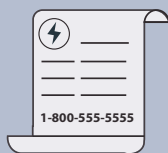
Utilities **do not ask for gift cards, prepaid cards, or money transfers as forms of payment**

3



Utilities **will not contact you threatening to disconnect service or ask for immediate payment over the phone or email**

4



Scammers can fake emails or phone numbers. If you have any questions about your account, **contact the utility directly** using the phone number or email listed on your bill

5



**Have you noticed a scam? Let your utility know. This can happen to you, your loved ones, and your neighbors.**

Please **share this resource** with **vulnerable populations** as they are likely to be **targeted as victims**



[www.facebook.com/ESFI.org](https://www.facebook.com/ESFI.org)

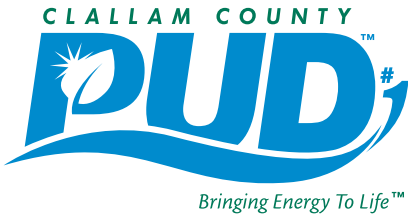


[www.twitter.com/ESFI.org](https://www.twitter.com/ESFI.org)



[www.youtube.com/ESFI.org](https://www.youtube.com/ESFI.org)





# 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/>



Hydropower  
provides 85%  
of the electricity  
powering our  
customers'  
lives.

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: \_\_\_\_\_

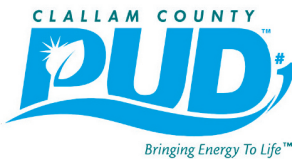
# What does it mean when we say you can count on us?

It means we are amongst the best in the nation when it comes to:

- Reliability,
- Safety,
- Work Force Development, and
- System Improvement.

As a result, we have received a *Reliable Public Power Provider*—or RP3—designation from the American Public Power Association.

We are proud to serve this community and proud to say you can count on us. For more information, visit [PublicPower.org/RP3](http://PublicPower.org/RP3).



[www.clallampud.net](http://www.clallampud.net)

