



HOTLINE

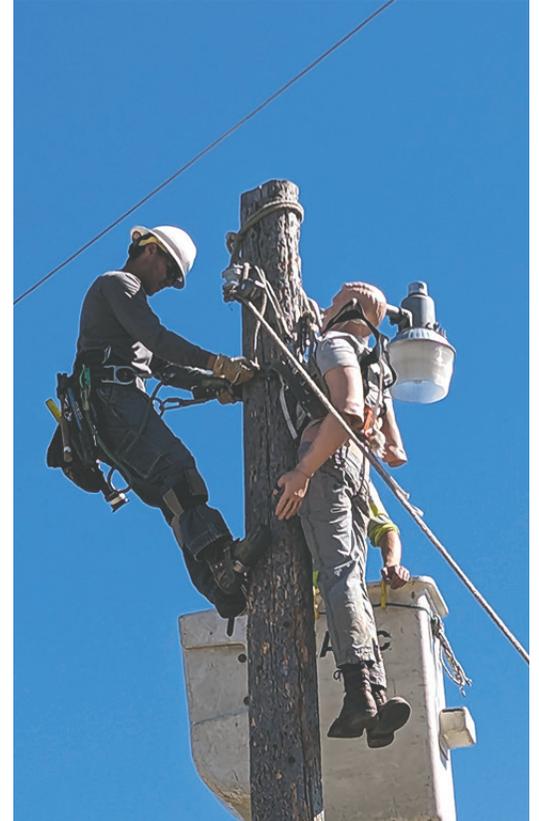
News From Your Public Power Utility • 4th Quarter, 2023



Future Linemen at the PUD booth at the Clallam County Fair.



PUD employees deliver 432 lbs. of peanut butter in support of We Do Fudge's annual peanut butter drive for the Sequim Food Bank.



Practicing pole top rescue procedures.



The grounds within which the PUD holds apprentice testing and rescue training.



Race St. to BPA transmission rebuild.

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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

PUD Mission: Providing reliable, efficient, safe and low-cost utility services in a financially and environmentally responsible manner.

From the General Manager



SEAN WORTHINGTON

In August, the Commissioners selected a vendor to embark upon a customer satisfaction survey. We are hoping to conduct the survey in late Fall. Our intent with this is to benchmark your opinions about the services we provide and the interactions you have with our employees. We can then repeat this survey every three years in order to chart our trends.

One of our Objectives in our Strategic Plan is “Continuous Performance Improvement”. This particular Objective is one that is applied District-wide. Employees are encouraged to be observant for ways we can improve workflows and processes to improve reliability, efficiency, cost-savings, and customer service, among other things. Because many of our employees are also customers of the PUD, they are impacted like any ratepayer, but have the understanding of the day-to-day business operations that keep the lights (and water!) on.

So we are excited for this opportunity to hear from you as it is our customers who voted us into existence back in 1940 and we continue to serve you under the governance of the Commissioners that are elected by you. This survey will both educate us as well as tell us where we might need to provide better education to you to help you maximize your experience with us. We know that you likely don't think of your utility so much unless there's an interruption of service, however, we want to fulfill our role as your trusted provider, offering programs and services to help you increase conservation, have more control over your account, and be a resource for you to make informed decisions moving into the future.

Look for more information to come as the survey period draws near. In the meantime, you can always share any questions or concerns with us anytime by emailing info@clallampud.net.

**Sean Worthington,
General Manager**

Contact PUD

PO Box 1000
Carlsborg, WA 98324
360-452-9771

Toll-free: (800) 542-7859
info@clallampud.net
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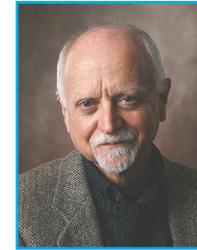
Fuel Mix

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

Coal.....	1.37%
Hydroelectric	86.30%
Natural Gas	0.97%
Nuclear	10.85%
Petroleum	0.01%
Solar	0.00%
Wind	0.43%
Other Generation	0.07%
Total	100%

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.



**Jim Waddell
President, 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



**Ken Hays
Vice-President, District #1**

Ken has lived in Sequim since 1977 where together with his spouse Joanna they raised their son William on Joanna's grandparents' family farmstead. Ken's education includes the University of Washington Fine Arts and Architecture programs and a year of study at the Royal Academy of Art and Architecture, Antwerp Belgium. Ken is a registered and licensed architect with a practice based in Sequim since 1988. His professional experience in the private and public sectors includes programming, design, project budget development, construction, and facilities management. Ken's public service includes two terms on the Sequim City Council from 2008 to 2016, serving as mayor from 2010 to 2014. As mayor his accomplishments include driving the downtown sub-area plan forward, acquiring the city's first bond rating, and building the new Civic Center. During his tenure Ken achieved his Advanced Certificate of Municipal Leadership. Other public service includes the Sequim Planning Commission, Clallam County Economic Development Council Board, including a term as president, and the Sequim Boys and Girls Club Financial Planning Board.

khays@clallampud.net • 360-565-3513



**John Purvis
Secretary, District #2**

John, spouse Cynthia, and family made Clallam home in 2007. John is a licensed Civil and Electrical Engineer with a 40-year power systems career in public service, consisting of 6 years active duty as an officer in the US Navy, 31 year's employment in public power including 16 year's engineering, operations and power management experience at Clallam PUD. John has extensive experience in the budgeting, planning, design and operation of electric generation, transmission and distribution systems. While at Clallam PUD, John oversaw numerous projects to improve reliability and reduce cost of service, including oversight of the long-term capital plan, rebuild and modernization of District substations, implementation of smart grid technologies and to building resilience into local electric distribution systems. These improvements and associated programs substantially contributed to the District receiving four consecutive APPA awards for operational excellence and two awards for proficiency in energy efficiency, distributed generation, renewable energy, and environmental initiatives.

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Public Power Week

Clallam County largely receives electricity from Clallam PUD (with the exception of those served by the City of Port Angeles -also public power!), one of 2,000 public power utilities that provide electricity to 49 million people across the country.

Clallam PUD was petitioned-for, and voted into existence, at the request of the residents in 1940.

Clallam PUD not only works for Clallam County, it **is** Clallam County. Public power utilities are community-owned, which means our customers are included in making key decisions about our energy future. This local control ensures decisions are made with the unique needs of Clallam County at heart.

We are committed to building for the future to ensure reliable, affordable, sustainable, and customer-focused service to our community for many years to come. That means we're working hand-in-hand with customers and community leaders to make sure our utility reflects the long-term goals and needs of members of our community. Knowing our community and its needs helps us keep homes, schools, businesses, and public places powered year-round. Local ownership allows us to:

As a not-for-profit public power utility, our loyalty is to our customers – not stockholders. We work hard to ensure that our electric rates will continue to be low-cost and stable. We take pride in having a locally elected governing board that has open meetings every 2nd and 4th Tuesdays at 1:30 p.m. We invite you to attend in person or via Zoom through the BoardDocs public meeting portal on our website at www.clallampud.net.

Clallam PUD will continue to provide cost-effective, reliable electricity. We thank you for your support of public power — an American tradition that works.

**PUBLIC POWER
BUILDS BETTER
COMMUNITIES**



**COMMUNITY-OWNED
AND
CUSTOMER-FOCUSED**



**LOWER COSTS AND
INCREASED
RELIABILITY**

**PUBLIC POWER
IS #COMMUNITYPOWERED**

**PUBLIC POWER
WEEK 2023**



**YOUR CHOICE AND
YOUR VOICE**



**LOWER COSTS AND
INCREASED
RELIABILITY**





September is National Preparedness Month

National Preparedness Month is an observance each September to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. The Ready Campaign's 2023 National Preparedness Month theme (found at [Ready.gov](https://www.ready.gov)) is "Take Control in 1, 2, 3". The campaign will focus on preparing older adults for disasters. We know older adults can face greater risks when it comes to the multitude of extreme weather events and emergencies we now face, especially if they are living alone, are low-income, have a disability, or live in rural areas. Scan the QR code in the infographic with your mobile device to access all the resources!

While ultimately our goal is to help you be prepared for a major event like an earthquake where you might be without power and water for up to a month, you can also be ready to practice these tips as we prepare for storm season. Despite the hard work that our vegetation crews put in across the county clearing brush and branches from power lines in our right-of-ways each year, there are still miles and miles of power lines that cross other property where we do not have the authority to conduct vegetation maintenance. Our county generally goes through a relatively calm weather period from Spring until Fall. Upon the first storm of the Fall season, the combination of rain saturating the soil, and high winds, wreaks havoc on trees that had, for months, enjoyed solid dry ground protecting their root system.

Here are the tips we recommend for being prepared for an outage:

1. Have flashlights/lanterns and batteries stocked up. We recommend ones with LED lights as they are long lasting, safe, and BRIGHT! Tip: Keep one or two flashlights close at hand where you can easily reach them in the event of an outage, but for the rest store the batteries in a plastic baggie with the flashlight or lantern to avoid battery leakage. Check your supplies annually along with your smoke detector batteries to ensure you have fresh batteries and that all flashlights/lanterns are working.
2. Avoid using candles which can cause fires.
3. Keep cell phones and any battery-powered devices charged. Invest in battery bank or solar powered charging devices as a backup. Cordless phones do not work during outage so if you have a landline, consider having a standard corded phone.
4. Keep a battery-powered or hand-crank radio on hand to be able to listen for updates.
5. Find out if your electric garage door has a manual release mechanism and know how to use it.
6. Never burn charcoal, or use a gas oven or barbecue as a source of heat. Do not run your car inside a closed garage to keep warm.
7. Follow your generator's operating manual carefully and only operate it outside in a dry, well-ventilated area. Never connect a generator to your home's electrical system. Contact your local PUD office if you have questions.
8. Purchase or make ice packs to keep in your freezer to help keep food cold during an outage. During the outage, keep refrigerator and freezer doors closed. An unopened refrigerator will keep food cold for about 4 hours. A full, unopened freezer will maintain its temperature for about 48 hours.
9. ***If you require any medical or assistive devices that require power, determine what your backup plan will be.***
10. Turn off or disconnect appliances or electronics in case of a power surge when service is restored or invest in surge protectors. Leave one light turned on so you'll know when the power comes back on.
11. Throw away any food that has been exposed to temperatures higher than 40 F for 2 hours or more, that has an unusual odor, color, or texture. When in doubt, throw it out!

DISASTER PREPAREDNESS FOR OLDER AMERICANS AND PEOPLE WITH DISABILITIES



Plan how you will communicate if you have a communication need.



Plan for your transportation if you need help evacuating.



Plan how you will evacuate with any assistive devices.

Ready®



Plan for food, water, and essentials for you and pets or service animals.



Include medicines, medical supplies, batteries, and chargers.



Make copies of Medicaid, Medicare, and other insurance cards.

Help Us Help YOU!

The PUD's outage management system identifies outage sites by the phone number used to report them. If you 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 allows you to receive the automated calls that go out to notify you of a planned outage. The system will default to the landline first if you have multiple numbers associated with your account. Call 360-452-9771 or 800-542-7859 to update your information.

Current Outages Map

Visit www.clallampud.net and click on the "Outage Map" link under the "Quick Links" sidebar menu. If your power goes out and you see your area noted on the map, then you know we know about it and are responding!

To report an outage call: (360) 452-9771 or (800) 542-7859 or report it using the SmartHub app on your mobile device. Please do not email or use social media to report an outage as these are not monitored 24/7.

WHAT TO INCLUDE IN AN EMERGENCY PREPAREDNESS KIT

- ✓ Contact information for important people and care providers.
- ✓ A list of medicines you need, dosage instructions, and any allergies.
- ✓ Contact information for your durable medical provider.
- ✓ Need-to-know information for first responders and others who might need to help you.



ready.gov/disability

Variable Speed Ducted and Ductless Heat Pumps



By Mattias Järvegren
Utility Services Supervisor

Most ductless heat pumps have been variable speed since this type of heat pumps started to come to market about 15 years ago. Because of the benefit of variable speed technologies heat pump manufacturers have started to incorporate the variable speed drives in regular types of heat pumps, and this efficient and comfort improving technology is

now available for all consumers.

Constant speed heat pumps

The heat pumps of old, constant speed heat pumps, only had two speeds. Off and full speed. constant speed systems turn on at full blast to reach the right temperature, then shut off when the temperature is met. When the temperature drops, the system turns on again and the cycle continues with up and down temperature swings. While the traditional constant speed heat pump is a remarkably effective way to heat your home, new technology developments have made it possible to make heat pumps even more efficiency, provide more comfort, and to operate more quietly.

Enter the variable speed heat pumps.

Instead of cycling on and off, like our old true friend the constant speed heat pump, a variable speed heat pump utilizes an inverter slows down in order to maintain the temperature that you have set continuously. This slowing down of the heat pump both reduce energy use and it increases comfort by eliminating temperature swings that's associated with the on and off cycling. In short, variable speed heat pumps super charge the efficiency and comfort benefit already associated with heat pump technologies.

PUD Rebates

The PUD recently increased the ductless heat pump rebate to \$800 for eligible installations that are replacing some kind of electric resistance heating system. Ductless heat



pumps are generally the cheaper option both in terms of installation cost, and cost to heat your home, and are a great replacement option for electric resistance furnaces, baseboards, and wall cadet heaters.

If you currently are heating your home with an electric furnace, and want to upgrade that furnace to a regular or variable speed heat pump, the PUD offers a rebate \$800 for regular heat pumps, and \$1,000 for a variable speed heat pump.

If you already have a heat pump and need to replace it, are building a new home, or am replacing a propane heating system, the rebate is a little smaller at \$250.

In order to be eligible for the PUD's heat pump rebates, you will need to use one of our participating heating contractors. They will help you assess the

eligibility of your home and take care of all of the necessary paperwork, making it a breeze for you to participate.

Tax Credits

Last but not least the IRS is offering a fairly substantial tax credit for premium efficiency heat pumps and ductless heat pumps, starting with the 2023 tax year. If your new heat pump meets specific efficiency criteria you can write off 30% of the heat pump installation cost, up to \$2,000 when you file your taxes. The criteria is a little different for ducted and ductless heat pumps though.

For ducted heat pump systems your new equipment needs to be designated as ENERGY STAR Cold Climate heat pump and have an EER2 rating that's ≥ 10 .

For ductless heat pump systems, they also need to be designated as ENERGY STAR Cold Climate heat pump, but only need an EER2 rating that's ≥ 9 , have a SEER2 rating that's ≥ 16 , and a HSPF2 rating that's ≥ 9.5 .

EER2, SEER2, and HSPF2 are all different efficacy ratings that your heating contractors are familiar with and will be able to provide to you upon request.

Since the federal tax credits are a federal program, there's no requirement that you use one of the PUD's participating contractors in order to be eligible for the tax credit, and as I share this information, it's important to note that we are not tax professionals and we do not provide tax advice. The only way to take full advantage of the energy tax credits, is to review the Internal Revenue Service tax forms related to the energy tax credits, either on your own or with your own tax professional, and to follow the instructions the IRS provides once the IRS makes that information available. In this article, I am merely summarizing information that's been made available on the ENERGY STAR®



website and providing it as a reference.

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 and want to. You can reach us via the web, www.ClallamPUD.net, email, Utility.Services.Info@ClallamPUD.net and phone, (360) 565-3249.

Clallam PUD Adopts BoardDocs for Public Meetings

The PUD has adopted BoardDocs cloud-based technology to facilitate public meetings. The easy-to-use service will allow the PUD to maximize the effectiveness of their board, and other public meetings with increased transparency, providing a basis for better and more open communication with the public.

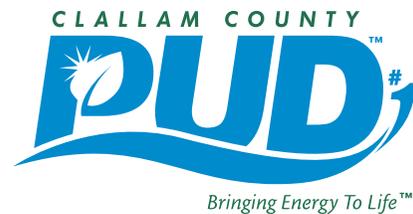
Electronic distribution will not only save time and resources, but it will also provide public access via the PUD's website to agenda items and other board-related information. This process will allow interested parties to review information prior to meetings. All documents associated with the meeting are automatically archived and can be accessed by date or by using the system's comprehensive Search feature.

The new board management features can be accessed by clicking on the BoardDocs image just below the Quick Links menu on the left side of the homepage at www.clallampud.net. Alternately, there is also a Commission Meeting drop-down link under the "myPUD" top menu which now redirects to BoardDocs.



BoardDocs®

A DILIGENT BRAND



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: _____

Building for the Future

#CommunityPowered
#PublicPower

