

CONNECT

January 2019

No rate increase in 2019

The PUD Commissioners approved a \$61.5 million budget for 2019 that for the first time in several years does not include an electric rate increase.

The PUD has historically done small incremental increases to cover costs and build reserves. The proactive approach resulted in smaller, more manageable adjustments for customers. This year the PUD teams strategic implementation of cost evaluations and internal cuts made it possible to build the 2019 budget with no rate increase—despite continued overall inflationary increases to costs of goods and services. Looking into 2019, the budget still anticipates continued building of financial reserves with new industrial load from the hospital and casino, along with the consistent growth in residential electrical consumption we have seen in previous years.

2019 Budget Highlights:

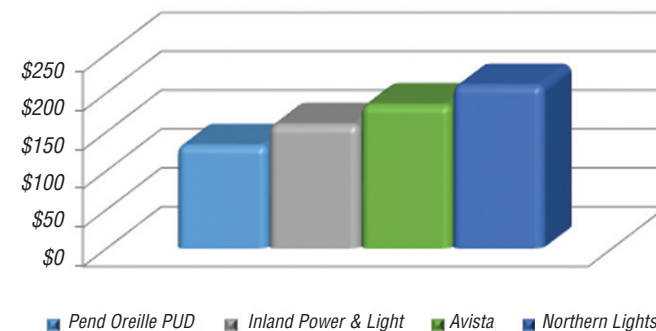
In addition to cost containment, the PUD continues to focus on investing in the overall customer service, reliability and longevity of the Electric System. Accordingly, 2017 was the final year for the current cycle of the Pole Test and Treat program.

Distribution poles were tested, and then either treated to increase the lifespan or scheduled to be replaced if found to be aging or unsafe. This work is enhancing the safety and reliability of poles. The 2019 budget includes \$585,000 for replacement of poles. Several years ago, the PUD began planning for its long-term operational needs. It was determined the PUD's current Newport operations center could be improved to meet long-term safety, reliability and efficiency goals. The multi-year project includes \$2.1 million in 2019 to safely remove an aged structure and construct a mechanic's building to work more efficiently on the PUD's extensive fleet. The project will pull from funds earmarked and already saved for this project.

"We are currently running electric, fiber, water and natural resources operations out of one long-narrow space in Newport," said Chris Jones, PUD Director of Operations. "With these phased-in improvements we will be better able to maintain equipment, dispatch crews and manage inventory—which ultimately leads to more efficient service to our customers."

Residential Monthly Electric Bill

based on 2,000 kilowatt hours per month



*Estimates for comparison only.

*Totals can vary based on days in the month and kwh usage.

*Rates updated and effective 11/19/18.

WATER HEATER NEWS

The Department of Energy recommends water heaters be set no higher than 120 °F. There are four ways to cut your water heating bills: use less hot water, turn down the thermostat on your water heater, insulate your water heater, or buy a new, more energy efficient model.

MONEY SAVING TIPS

- Change furnace filters as recommended by your manufacturer.
- Opt for smaller cooking appliances rather than using an oven.
- Wash clothes in cold water.



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Powering up after an outage

Restoring power after an outage is a complex job. It involves more than simply flipping a switch or removing a tree from a line. At the PUD, our goal is to restore power safely to the greatest number of people in the shortest time possible. Sometimes, that results in one neighbor's power being restored before another.

First, we work on our transmission lines that supply power to one or more substations. Without these lines being energized, power cannot be restored to customers. Since thousands of people can be served by one transmission line, any damage to these lines is a priority.

Each substation serves hundreds of customers. During a major outage, distribution substations often are affected. Once a problem can be corrected at the substation, power may be restored to a large number of customers. However, depending on the outage conditions, restoring power to a substation may not bring power back for everyone in the area.

If the problem is not at the substation, main distribution lines are checked. These lines carry electricity from the substation to a group of customers, such as a neighborhood. When power is restored at this stage, all customers served by this supply line could see the lights come on as long as there is no problem farther down the line. During this stage



of restoring power, hospitals, law enforcement, first responders, and schools are priorities.

Secondary distribution lines carry power from the main lines to utility poles or underground transformers. Line crews fix these remaining outages based on restoring service to the greatest number of customers at a time. This is a very tedious process.

Sometimes damage will occur on the service or "tap" line between

your house and the transformer on the nearby pole. This can explain why you have no power and your neighbor does. If this is the case, you must report the outage to the PUD so a line crew can come repair it.

When the power goes out give us a call. Learn more about reporting outages and how to prepare by visiting popud.org.

WHAT IS GENERLINK™ ?

GenerLink™ is a meter collar device that allows customers to safely and easily connect a portable generator to their home during power outages. After purchasing a GenerLink™ meter collar (cost estimate \$700-900), PUD customers can have the device installed behind their electric meter by a PUD lineman at no cost. This tool provides flexibility to run virtually any appliance up to the capacity of their generator by simply energizing appliances from their breaker panel. Give us a call for more information or to schedule your insulation.

WHEN THE POWER GOES OUT, BE PREPARED



TALK TO US!

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