



Show Some Community Love this Valentine's Day with Neighbors in Need

This February, share the love by helping those in need through the PUD's Neighbors in Need Program. Your donation can make a difference for local families facing financial hardship. As a token of appreciation, customers who visit the Newport Administration building and make a donation this month will receive a free PUD tote bag. Donations to the Neighbors in Need Program are tax deductible and a meaningful way to support your community. Did you make a donation last year? If so, please see your January billing statement for your total annual contributions for 2024. Thank You!



CONNECT

FEBRUARY 2025

CONSIDER ALL DOWNED POWER LINES LIVE AND DANGEROUS!

As temperatures drop and winter storms blow through, make sure you are aware of your surroundings whenever venturing outside. Heavy winds, snowfall, and ice are more than capable of bringing down utility poles and power lines.

- If you encounter a downed line, be sure to **stay at least 35-feet back**, which is about 3 car lengths.
- **Do not touch the power line or anything in contact with the line.** It is common in our area for trees to take down power lines and you may be inclined to grab a chainsaw to remove a tree from the roadway or from your property. **Do NOT Do THIS! Even if you think the line is de-energized, it is not safe until isolated, tested, and grounded by the PUD.**
- Power lines that have been taken down by trees or have fallen and are laying on fences, over a driveway, on top of a house, etc., may not be sparking or appear live, but they can be energized or become reenergized from back-feed or other means.



Office Closure

PUD offices will be closed in honor of Presidents Day Monday, Feb 17th. We will resume normal business hours Tuesday, Feb 18th. For convenient payment options, please visit: [Ways to Pay Your Bill](#).



CUSTOMER RESEARCH SURVEY RESULTS

Thank you to everyone who participated in our recent customer survey! The results show that a majority of customers are satisfied with the PUD's performance, highlighting affordable energy bills and reliable service as key factors. Many participants view their energy bills as affordable and recognize Pend Oreille PUD's rates as competitive within the state.

The survey revealed strong customer support for prioritizing core services like reliability and safety, with a preference for small, regular potential rate increases to maintain stability over one larger increase. It also indicated that customers place less priority on using PUD funds for electric vehicle infrastructure or green energy expansion.

Your support and feedback are essential as we continue to focus on delivering high-quality, reliable, and affordable service for the entire community. Thank you for helping us better serve you!

To learn more and see the results, please visit: [Customer Research Survey](#).



COMMISSIONER TROY MOODY

PUD BOARD OF COMMISSIONERS WELCOMES NEWEST MEMBER

The PUD Board of Commissioners is pleased to welcome Troy Moody as its newest member. Commissioner Moody, who began his term on January 1, 2025, is a long-time resident of Pend Oreille County. A contractor by trade and owner of My Sidewalk Café in Newport, Commissioner Moody represents District 1, serving the South County.

This transition follows the conclusion of Commissioner Joe Onley's six-year term from January 2019 to December 2024. We thank Commissioner Onley for his service to the community during his tenure on the Board.

The Board of Commissioners, comprised of three locally elected representatives, serves as the legislative authority of the PUD and establishes and controls policy. Feel free to contact them anytime by phone or email (see contact info above).

Customers are invited to attend public meetings and be heard by the Commission. Public comment is held at 9:00am during each Board Meeting.

For more information, including monthly Board of Commissioners meeting details, dates & times, please visit our website here: [Commissioners & Meetings](#).