

# PUD CUSTOMER CONDUIT

Public Power, Local Services, Community Connections

Jefferson County PUD's Monthly Newsletter, March 2018

## HEAT PUMPS, DUCKS, LEDs & MORE

### SAVE ENERGY, SAVE MONEY & STAY WARMER W/ THE PUD'S CONSERVATION REBATE PROGRAM



#### WHAT'S THE CATCH?

Depends on the product, but the most frequently recurring bit of fine print has to do with fuel switching. They don't pay for it. You generally need be to replacing an existing inefficient electric technology with a more efficient one. And, FYI, it can sometimes take months for us to process the rebate through the BPA and get the check back to you. No one ever likes this last detail, but that's how it works.

#### HOW DOES IT WORK?

We purchase all of our power from the Bonneville Power Administration (BPA). They in turn pay us to pay you for a portion of certain home upgrades that reduce power consumption, saving the BPA the need to build additional power plants and transmission lines.

#### WHAT CAN I GET A REBATE FOR?

The BPA currently offer rebates on LED lighting, added insulation, new windows, washers and dryers, smart thermostats, heat pumps, heat pump water heaters, more: [jeffpud.org/rebates](http://jeffpud.org/rebates).

#### HOW ABOUT ELECTRIC CARS?

There are no BPA rebates for cars or car charging stations at this time.



#### HOW MUCH \$\$ CAN I GET?

It's probably not fair to answer every question with "depends," but rebate amounts vary per product. The rebate for a new qualifying Energy Star clothes dryer is \$50, but a smart thermostat can get you over \$100 back. Variable speed heat pumps rebate up to \$1600. Windows and insulation have more complicated rebate formulas.

#### HOW MUCH \$\$ DO YOU HAVE?

The BPA allotted JPUD \$850,000 to spend on rebates between now and Sept. 30, 2019. Project funding is divided between different customer classes like residential, industrial, commercial, low income. etc. Rebates are generally awarded on a first come first serve basis.

#### WHAT'S WITH THE DUCKS?

Actually it should say ducts. With a "t," but it's hard not to get confused when discussing "ductless" heat pumps,



which, according to Resource Manager and rebate coordinator Bill Graham, are one of the best deals available in our rebate program, providing more heat at up to half the operating costs for the right kind of home. He also recommends heat pump hot water heaters for many customers. Want to understand how a heat pump works? Think refrigerator in reverse. Or go to [jeffpud.org/rebates](http://jeffpud.org/rebates) for a fun and informative video.

#### HOW DO I GET STARTED?

Go to our website. Review the products. Download an application. Or in the case of larger items like heat pumps, talk to one of our approved contractors. Or call Bill. Start now!



## 20 YEARS OF BILL GRAHAM RESOURCE MANAGER / RENAISSANCE MAN

Bill Graham grew up in Port Townsend and graduated from EWU with a Master's in Geology. He worked in Seattle for three years before the PUD hired him as Water Resource Manager back in January of 1998.

During his 20 years with the PUD though, Bill has done a bit of everything. He has worked on broadband, community outreach, watershed planning, water rights management, well drilling, and water sampling. Bill led the PUD's purchase of Peterson Lake. He also helped build various iterations of the PUD's website, wrote web

content, newsletters, grants, worked on online bill pay, low income benefits, and set up the PUD's social media pages.

Today, as Resource Manager, Bill still looks after PUD water, but he also coordinates the PUD's rebate program

described above, putting him in touch with the BPA, local contractors, and homeowners.



## CALENDAR

**March 3rd, 9am - 4:30pm**  
JCHBA Home Show  
Blue Heron Commons

**March 6th, 5pm**  
Regular Board Meeting  
Jefferson Transit Board Room

**March 12th, 2pm**  
Citizens Advisory Board Mtg  
PUD 4 Corners Meeting Room

**March 20th, 5pm**  
Regular Board Meeting  
Jefferson Transit Board Room

**April 16th, 12pm**  
5 Years of Public Power at the  
JeffCo Chamber of Commerce  
Fort Worden Commons

*Regular board meetings take place at 5pm on the 1st and 3rd Tuesdays of the month. Agendas & minutes available on our website.*

# CUSTOMER SERVICE CONSOLIDATES TO FOUR CORNERS LOCATION

As of March 1st, all of the PUD's customer service representatives have been consolidated to a single location at the PUD's Operations Center at 310 Four Corners Road, which is open Monday through Friday, 9am to 5pm. Customers service representatives are also available to help by phone, (360) 385-5800, Monday through Friday, 9-5pm, or by email at [customer.service@jeffpud.org](mailto:customer.service@jeffpud.org).

The PUD's longtime Port Hadlock customer service counter at 230 Chimacum Road is now closed, though a secure box will remain on site for drop off payments.

## NEW ELECTRIC RATES EFFECTIVE MARCH 1ST

In response to the BPA's Oct. 2017 5.4% increase to our wholesale power rates (the PUD's largest single expense, accounting for 46% of our annual budget), the Jefferson County PUD Board of Commissioners approved corresponding increases to the PUD's retail electric service rates. **The new rates are printed on the front of this month's bill** and the full list of rate changes are also available on our website.

To help offset the impacts of these rate increases to our low income ratepayers, the commissioners also raised the low income credit from \$35 to \$39.50 per month and raised the low income eligibility limit to 150% of the federal poverty level, up from 125% previously. Contact us soon if you are eligible because of this change.

## WATER STREET CONST. PROJECT

In conjunction with the City of Port Townsend's Water Street regrade project, the PUD is removing all electrical poles and undergrounding all overhead power lines



between the Ferry terminal and Taylor Street. The PUD is moving formerly underground transformers away from Water Street and back towards Washington Street. We're also installing fiber optic cable in some of the underground tunnels, and laying conduit.

While the work is needed, it's also been a burden on nearby businesses. Main Street is asking Jeff Co. residents to help support them by making an extra trip or two downtown this spring.

## WHY IS THE PUD MAKING THAT RACKET OUTSIDE MY HOUSE AT NIGHT?

If you see or hear PUD crews working outside your home during non-business hours, (M-F 8-5pm) it's not planned maintenance, it's likely an emergency repair and or a response to an outage. All scheduled PUD maintenance work takes place during regular working hours.

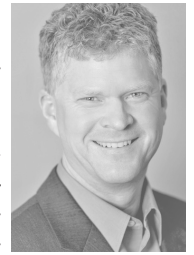
## WATER METER CARE & MAINTENANCE

Beginning in March, PUD water crew members will be inspecting water meter bases in the county as well as performing routine maintenance and care including mowing and trimming. Look for our crews to be inspecting meters on or near your property during the coming months.

## PUD Commissioners' Column HOW DO YOU CONSERVE?

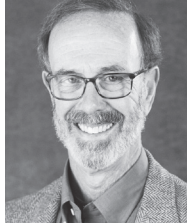
### Jeff Randall, Dist. 1

My family conserves resources with our roof-mounted solar array which generates 30% of the electricity we use, a solar hot water system that reduces our propane use for water heating, our chickens which give us local eggs and fertilizer, and our all-electric Nissan Leaf which uses no gasoline.



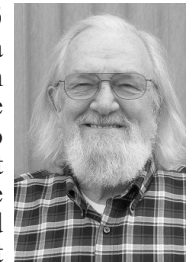
### Ken Collins, Dist 2

When my wife and I owned Marrowstone Vineyards, we installed drip irrigation to conserve water. Mature grapevines only require water during drought conditions, and then not much. We have programmable thermostats at home and keep the temperature at 62 degrees at night, plus we drive fuel-efficient cars.



### Wayne King, Dist 3

I plan on installing a ductless heat pump in my home to keep the house warm for not too much money. I also went and changed out all the lights in my home and business to LEDs. But we have to be careful not to conserve ourselves out of business. We have to keep up our end of the BPA contract, too.



## 20 YEARS OF DOUG REEDER

Though Doug Reeder was hired in February of 1998, a month after Bill Graham, he'd already been working for the PUD for a while, servicing pumps as a contractor based out of Sequim. Doug knows all there is to know about water pumps, and is a licensed electrician as well. He's worked on countless projects, and pumps, from Coyle to Snow Creek and out to Beckett Point, during his 20 years as a Water Distribution Manager for the PUD.

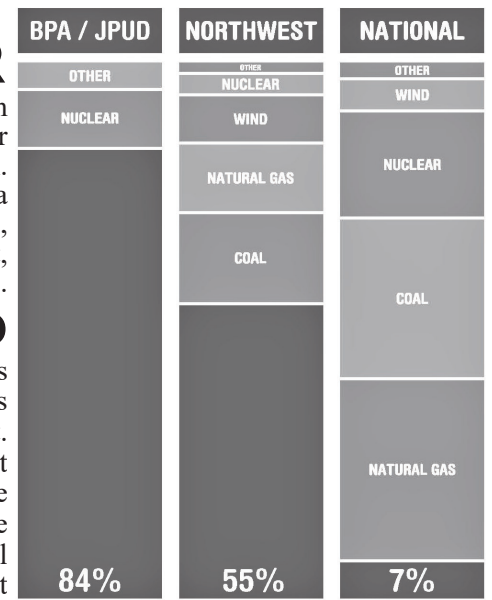
## BROADBAND RATE REDUCTIONS PROPOSED

### QUICK FACTS:

Broadband is now defined as 25Mbps down and 3Mbps up. By law, JPUD cannot be an ISP (internet service provider). ISPs provide retail internet to consumers. JPUD wholesales to ISPs. [more at jeffpud.org/broadband](http://jeffpud.org/broadband)

The PUD Board is considering several changes to current wholesale broadband fiber access rates. Coinciding with our work on the Water St. construction work, Asst. Manager Kevin Streett has proposed a pilot project rate that would provide 100Mbps upload and download speeds at a wholesale rate of \$100 per month (down from \$225) as well as a \$350 connection charge to the downtown Port Townsend business core. More info coming soon!

## PUD POWER IS 97% CARBON-FREE



HYDROELECTRIC HYDROELECTRIC HYDROELECTRIC  
infographic courtesy of BPA