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contact us

Customer Service:
(360) 385-5800,
Monday-Friday,
8:45am-5pm.

Mailing Address

310 Four Corners Rd
Port Townsend, WA
98368

Payments

Pay by phone at
(866) 874-8605.

 @Jefferson_PUD

Follow us for outage
updates and news.

ATTENTION PUD CUSTOMERS!

You need to read this if you pay online:

The old online service, Paymentus, was discontinued in November in favor of an improved, feature-rich service called SmartHub. Every single PUD account has a new account number and only the new number can be used to make a payment online.

By now, all our customers have received their bill in the new format with their new customer number.

Once you get your new number, you can register at the new payment portal at <http://jeffpud.smarthub.coop> to make online payments and start utilizing its features like paperless billing, automatic payment and use tracking. Setting up you will also need to input your last amount due on your bill for authentication purposes. This is usually the balance on your October bill. If you have a credit, you will need to



enter a negative number. If you on our budget plan, the number you enter is your budget payment for that month. If you have difficulty registering, please contact us at (360) 385-5800.

Customer service representatives no longer take bank or credit card information over the phone in

an effort to better protect customer financial information. If you want to make a payment or set up a recurring payment with credit, debit or your checking account by phone call our local number at 385-5800 and press 1. It's easy!

Once you register with SmartHub, please take advantage of the new ser-

vices it has to offer. There is also a mobile app available for Apple and Android at the respective Apple and Android stores.

Thank you for your patience and we hope you use and enjoy the new features in SmartHub!

MANAGER'S REPORT

When the community started the petition giving the PUD electrical authority in Jefferson County there were many concerns and apprehensions: cost, rates, performance, capacity, safety and the public role in a new utility. It is now almost 3 years since we became your electrical provider, and I am very proud of what the PUD Commission and staff have accomplished and will continue to improve on:

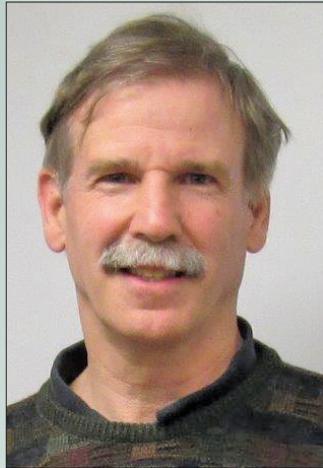
Rates

We are 5% lower than the previous provider, saving Jefferson County electrical customers over a million dollars a year in lower rates. Additionally, we also have lower rates than neighboring Mason PUD#1, Mason PUD#3, Grays Harbor PUD, and the Orcas Island Co-Op. Not bad for a start-up company. Additionally, the PUD has not charged for use of credit cards nor any late charges/fees.

Green Power

Our power comes from Bonneville Power Administration and is almost 100% carbon free.

Conservation efforts. We are proud that we have funded nearly a million dollars in conservation projects over the past 2 years resulting in a reduc-



Jim Parker, Manager

tion of 3.63 million kilowatt hours.

Low Income Support

The PUD cannot give money directly to anyone group, but we do have low-income disabled and senior rates that can result in 240 dollars a year reduction for each eligible PUD customer. We also promote our Power-boost program to assist the low income. We encourage individuals to take advantage of those these programs.

Outages

Being local has allowed for quick response to the smaller local outages. More impressive has been our participation in two FEMA declared emergencies in just the past year. In both cases we did as well or better than other regional utilities in getting our customers back on. We spend and will con-

tinue a large part of our budget each year to modernization, upgrading and expansion of our water and electrical systems to reduce outages and reduce response times.

Local participation

The PUD Board appointed a Citizen Advisory Board that is made up of 9 citizens throughout the county. They meet monthly to provide recommendations for the Board in matters such as low income, conservation, rates/fees. The PUD Board of Commissioners continues to be open to the public for meetings or comments. Follow us on Twitter and visit our website.

Community Involvement

We are particularly proud that we have hired over 30 new employees; almost all were and are now local residents. We also have three local high school graduates in apprentice programs. We generally use local contractors, try to purchase locally when possible and are active in local events (fairs, committees, events). Local jobs for local citizens.

We have accomplished a lot in a short time, but we have much more to do. We thank you for your continued support and patience.



SUSTAINED WIND AND WIND GUST BREAKDOWN BY LOCATION FOR NOVEMBER 17 WINDSTORM

Location	Sustained Wind	Wind Gust
Uptown Port Townsend	44 mph	62 mph
Port Townsend Paper Mill	35 mph	43 mph
Fort Casey State Park	66 mph	80 mph
Sequim (Dungeness Greens)	38 mph	62 mph
Taholah (Olympic coast)	52 mph	58 mph

From Weather Underground (wunderground.com)

Jefferson County PUD
Newsletter: Winter 2015-16

Editor
Bill Graham

Contributors
Annette Johnson
Jim Parker



@Jefferson_PUD

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 Jefferson County Pud #1

WHAT TO DO WHEN THE LIGHTS GO OUT

When severe weather causes power outages, employees of Jefferson County PUD begin working immediately to restore service as quickly as possible. If it looks like a storm is particularly strong and regionally widespread, the PUD will often call in additional crews to help with restoration. That is what we do. Below is what you can do.

When your lights go out, look outside and see if your neighbors are also in the dark. If they're not, check your fuse box or circuit breaker to see if you can locate the problem.

If the outage has affected your neighbors, call Jefferson County PUD at 385-5800 or go to our website, www.jeffpud.org to report.

Outages that occur in severe weather, or that last for an extended period of time, can place a heavy burden on the system at the moment power is restored. To prevent an overload on the system and possibly another outage, take these steps:

1. Turn off every inside light except one.
2. Turn down your thermostat.
3. In cold weather, close windows and drapes to save heat. Pick one room on the warm side of the house (preferably one with a fireplace). Close the door to the rest of the house and use blankets to insulate your windows.
4. If the outage lasts over 60 minutes, turn off your electric water heater.
5. Make sure your kitchen range is off, both the surface and the oven. Never use it for heat.
6. Turn off all unnecessary appliances.
7. Avoid opening the freezer door. A full, free-standing freezer will keep food at freezing temperatures about 2 days; a half-full freezer about 1 day.
8. If you see a downed power line, STAY AWAY!! And call Jefferson County PUD at once!

Leave your porch light on so workers will know when your power has been restored.

When power comes back on, slowly switch your appliances and lights back on and gradually return your thermostat to its normal setting.



PREPARE AN EMERGENCY KIT FOR SEVERE WEATHER

The PUD works hard to keep the power on for its customers, but severe weather can sometimes put us in the dark. You'll be safer and less inconvenienced if you have the following emergency supplies on hand:

- flashlight with fresh batteries
- manual can opener
- radio with fresh batteries
- charcoal grill with charcoal and lighter
- candles and holders
- paper plates and plastic utensils
- blankets
- bottled water
- matches
- non-perishable food
- wind-up clock
- extra batteries
- firewood and kindling

OUTAGE INFO

Call in an outage at **(360) 385-5800**.

Report an outage online at **jeffpud.org**.

In the event of a major outage, we will try to post locations of our outages and where our crews are deployed during that outage. In some cases we will post approximate restoration times as well. View our outage map at **jeffpud.org/jefferson-pud-outage-map**.

Follow restoration progress on **Twitter** or **Facebook**

Please do not report outages on social media.

ONLINE AND OTHER DIGITAL OUTAGE RESOURCES

Preplanning for outages:

Takewinterbystorm.org

Great set of emergency checklists designed for winter storm emergency preparation. Site is sponsored by numerous Western Washington utilities, a great resource.

During an outage:

jeffpud.org View our live Twitter feed regarding outage activities from our website. Post an outage report email to our dispatch. View a near real time outage map showing outages calls as they come in. Website is easily viewed and used on mobile and tablet devices.

SmartHub Phone Application

Use our mobile phone application to report an outage, view a map of an outage or see if your power is out at your home from work. The app is available for Apple and Android phones only.

Twitter The PUD posts outage information to Twitter detailing where there are known outages and where our crews are. Please do not report outage information on Twitter.

Facebook Our Facebook account is almost exclusively a feed of our Twitter account. Like Twitter, please do not use Facebook to post outage information intended for the PUD.

BIG ENERGY SAVINGS LIKE NEW GENERATION

Our energy efficiency program has benefited many customers since it was implemented formally in 2014. One could argue, so has the region as a whole. Jefferson PUD customers – including several very large ones - have helped tap down power usage and the need for new generation. From rebates on Energy Star refrigerators to large scale lighting retrofit projects, the wide-ranging incentive program continues to rack up saved kilowatt hours. The current grand total since the start of the program is 3,634 megawatt hours split between the commercial (including government), industrial and residential sectors. Since 2014 the residential program alone has saved over a gigawatt 1,300 megawatts. That savings is annual and will continue into the future for the life of these measures.

So what does this mean? Why is it significant? Bonneville Power Administration, our nearly carbon-free wholesale power provider, offers its customers (in this case, Jefferson PUD) funding to incentivize electric efficiency. The PUD then uses those funds to get its customers to become more efficient in the electricity they use. The rebates the PUD offers are not simply to reward our customers for making smart purchases. The rebate is essentially a purchase by BPA of the

power you saved. Because BPA engineers actually quantify the savings measure by measure, energy savings is more or less predictable and can be used essentially as new generation. In a small but significant way, PUD customers participating in the program are re-selling the power they save back to the utility. In the process, everyone benefits from the PUD customer getting lower electric bills to the environment by meeting future electric demand with existing infrastructure. To put these numbers into perspective, if the average new home used about 1,200 kilowatt hours a month (about \$110 per month bill), the program already has freed up enough electricity for approximately 450 homes. This helps stave off the need for additional generation in the face of inevitable growth in our region. Keep up the great work, Jefferson County! We'll keep on purchasing that savings from our customers in the new year and beyond.

Below is a list of savings per sector and some major projects that were completed using the BPA funding.

By happenstance, the amount of commercial savings combined totaled almost the exact same amount of savings as the lone industrial project at the mill. More big projects in the works for 2016.



SECTOR	MWh SAVED	NOTABLE PROJECTS/PROGRAMS SINCE APRIL 2013
Industrial	1,179	Port Townsend Paper Lighting Retrofit
Commercial	1,179	Indian Island Lighting Retrofit; Chimacum School District Lighting Retrofit
Residential	1,276	Ductless Heat Program, LED Instant Rebate Program
TOTAL	3,634	

Clockwise from top left: Jefferson County PUD #1 Groundman Brian Van Ness; Transmission lines near Eaglemount brought down by November 17 windstorm, which caused the mill to lose power for 6 hours; Arc flash from switching transmission lines to restore power to mill and much of Port Townsend during the November 17 windstorm; PUD crew repairing a downed span of line on Center Road, November 18, 2015.