



# THE WIRE

YOUR CONNECTION TO SNOHOMISH COUNTY PUD

NOVEMBER 2018 | SNOPOD.COM

## STORM SEASON IS COMING!

### 550

Miles of proactive tree-trimming in an average year to aid reliability along circuits.



### 1

The safety of our customers and employees is our number one priority.

### 3 to 5

Days of non-perishable food and water supplies a family should have on hand for emergencies.



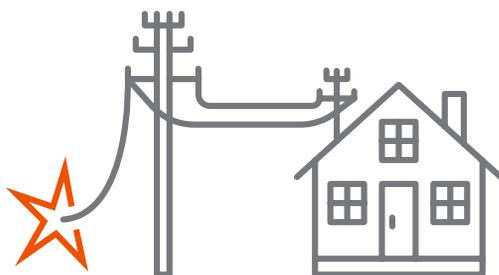
### 24/7

The PUD's outage map and online reporting form is available every day around the clock.



### 2

Twice a year check the batteries in your flashlights and smoke detectors to make sure you're prepared for an emergency.



**NEVER** approach a fallen power line. Call the PUD at 425-783-1001 to report it.

## Prepare an Emergency Kit Before Winter Storms Hit

- Three- to five-day supply of non-perishable food that needs little or no cooking
- Blankets and pillows
- Portable, battery-powered radio and clock
- Flashlights
- Extra batteries
- Manual can opener, bottle opener, and utility knife
- First-aid kit
- Bottled water (preferably 1 gallon/person/day)
- Candles (preferably battery-powered)
- Matches in a waterproof container or a lighter
- Cooler (and keep ice or ice packs ready in your freezer)
- Personal hygiene, sanitary supplies
- Cash (ATMs and banks may not be available)
- Pet supplies for three to five days
- Playing cards, games, and books for entertainment
- Prescription medications
- Phone charger for a car



Power Outages: 425-783-1001  
24 hours a day / 7 days a week  
Toll-free: 1-877-783-1001

Customer Service: 425-783-1000  
Monday to Friday, 8:00 AM - 5:30 PM  
1-877-783-1000 outside Everett and in Western Washington

## Thank You to Our Veterans!

**THANK YOU** to all of our customers who have served our country! The PUD and its employees send their gratitude to all of the men and women in uniform, our veterans, and their families.

### Meet the PUD's New CEO/GM John Haarlow



This fall, the utility's Board of Commissioners appointed John Haarlow as its new CEO/General Manager.

Haarlow joined the PUD in February 2017 as Assistant General Manager of Distribution & Engineering Services, bringing nearly 30 years of experience in the electric utility industry. In that role, he was responsible for construction, engineering, operations and maintenance of the utility's transmission, substation and distribution assets. He also oversaw fleet, real estate and environmental functions.

Before joining the PUD, Haarlow worked for the Public Service Company of New Mexico, serving as both Director of Safety and Transmission and Distribution Engineering and Operations. He began his career at the Central Illinois Light Company where he was an IBEW journeyman for 10 years.

### Great Deals on Heat Pumps



With cooler fall temperatures, we all can expect higher energy bills to heat our homes. For customers with electrically heated homes, the PUD offers **instant rebates** of up to \$1,500 to help pay for eligible heat pumps. These systems offer efficient heating in the winter and cooling in the summer. Customers must have electric heat as a primary heating source to qualify. Work also must be completed by a PUD Registered Trade Ally.

Many ductless heat pump manufacturers also offer up to \$450 in additional discounts on their systems through November 30, 2018. For more information, visit [snopud.com/heating](http://snopud.com/heating).

### Benefits of Public Power

As a public utility district, we operate as a not-for-profit organization where our customers are also our owners. That makes a big difference in our priorities because we aren't driven by making money for shareholders. Here are some ways that public power provides value in your life:

#### Local Priorities

- ▶ Governed by a three-person Commission, composed of elected individuals who live in our service territory
- ▶ Commission meetings are open to the public
- ▶ Most employees live in our service territory and pay PUD bills

#### Community Values

- ▶ Discount programs for low-income customers, providing 20% to 60% reductions on bills, depending on income level
- ▶ Customer donations fund Project PRIDE, a program that helps those struggling to pay their PUD bills
- ▶ Employee donations fund Helping Hands, a program that provides financial assistance to low-income customers

#### Environmental Commitment

- ▶ Most of our electricity is generated by hydropower but we continually look for other renewable resources to meet our demand for power
- ▶ The PUD's energy mix also includes wind, biomass, biogas and solar
- ▶ At every level of the organization, employees act as environmental stewards to reduce waste and pollution, safely dispose of hazardous materials and ensure worker health and safety

**SNOHOMISH COUNTY  
PUD  
PUBLIC UTILITY DISTRICT NO. 1**

**Public Power  
= Value**

In 10 years, the cost of ground beef has gone up 58%

But your electricity costs have only increased by 24%