



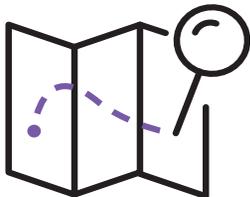
THE WIRE

YOUR CONNECTION TO SNOHOMISH COUNTY PUD

SEPTEMBER 2018 | SNOFUD.COM

READING THE NUMBERS

1,000 defined routes are covered by PUD meter readers over a 2,200 square-mile service area.



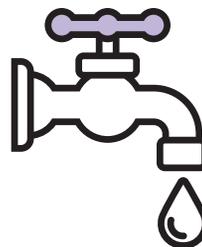
70% of PUD bills are paid electronically by customers, through the PUD website, by phone, through banks or via third-party services.



About **16,000** meters are read by the PUD on an average workday.



About **700,000** miles are driven collectively by meter readers each year to read customers' meters.



20,000 water meters are also read by the utility's meter readers.

Meter Reading Reminders:



- ▶ Keep your meter clear of brush and other obstacles so we can access it for monthly readings.
- ▶ There are some cases in which the PUD will estimate a bill when access is limited, such as inclement weather, a locked gate, an unfriendly dog or excess brush blocking the way.
- ▶ The PUD contracts with TruCheck to read a portion of its meters. All TruCheck employees drive vehicles and wear uniforms (red or white polo shirts) marked with the TruCheck logo and the PUD logo along with the words "Authorized Contractor."

PUD Crews Aid Wildfire Relief Efforts

In August, a team of 20 PUD crew members traveled south to assist Pacific Gas & Electric with wildfire relief efforts in the Mendocino, California area. Crews' vehicles were stocked with a collection of tools, equipment and gear in anticipation of a multi-week deployment. The state's fires have devastated multiple communities and displaced countless families. More than 1,000 utility poles burned in the area of the PUD's work. PUD crews have supported other natural disasters, including Superstorm Sandy in 2012 and Hurricane Irma in 2017. All PUD expenses are fully reimbursed by the utilities requesting assistance.



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



Great Deals for Heat Pumps/Weatherization Projects

When temperatures drop this fall and winter, we can all expect energy bills to increase because of heating costs. For customers with electrically heated homes, the PUD offers instant rebates to help you pay for eligible heat pumps and weatherization projects. The PUD's efficiency programs cover a range of heat pump systems, insulation, duct sealing, windows and sliding glass doors. Work must be completed by a PUD Registered Trade Ally. For program details, visit snopud.com/heating or snopud.com/weatherization.

In the Community: Education Programs



For nearly 30 years, the PUD has visited schools throughout its service area to teach many of its youngest customers about energy, water, electrical safety and conservation. The utility has developed a wide variety of free educational resources, including classroom presentations on numerous topics and a creative interactive assembly on renewable energy.

In addition, for teachers the PUD provides classroom lesson ideas and materials, as well as workshops throughout the year. The utility also offers camps and contests. Last year, its education programs reached nearly 100 schools and resulted in more than 41,000 hours of student instruction. For more information, visit snopud.com (click on *Education*).

The Value of Public Power

As a PUD customer, you also are an owner. Voted into existence nearly 70 years ago, the PUD gives you a voice in your utility's policies and services. Here are some other benefits of the PUD and public power:

- ▶ The PUD is governed by an elected Commission, comprised of local community members
- ▶ Commission meetings are open to the public
- ▶ The PUD has access to lower-cost hydroelectric power from the Federal Columbia River Power System
- ▶ The PUD's commitment to conservation programs minimizes the need to buy additional power from a potentially expensive wholesale energy market

PUBLIC POWER WEEK

OCTOBER 7-13, 2018

Powering Strong
Communities

Are You Prepared for Fall & Winter Storms?

Take a few steps now, before fall and winter storms arrive. Consider the following tips:

- ▶ Prepare an **emergency kit** with flashlights, batteries, matches, drinking water, food bars/prepared food, blankets, manual can opener, battery-powered clock/radio, first-aid supplies and other essential items.
- ▶ **Stay far away from any fallen power lines, including lines that are sagging or broken.** The safe thing to do is assume that all power lines are live and can be a killer if touched or even approached within 30 feet.
- ▶ Customers using **special medical equipment** at home, such as respirators, should consider purchasing a back-up generator and/or have other contingency plans in place. They may want to make arrangements with friends, relatives or a local agency to transport them to an area where electricity is available.

If you see a fallen power line, or lose power at your home, you can report it through the PUD's online Outage Center at snopud.com/outages or with a smartphone at m.snopud.com. You can also call in your power outage to 425-783-1001, 24 hrs./day, 7 days a week.

