

Current

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SPRING 2022



→ **MOVING
FORWARD
TOGETHER**



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A Message From Your Commissioners

This is an exciting time to be in the utility business. New technology, bold initiatives and cutting-edge programs have the PUD uniquely situated to make life better for every one of our customers.

As a public utility that delivers critical power and water to our customers every day, our mission remains the same. We are proud of the job our employees performed over the past two years and the challenges they overcame to do it.

Our world and our communities are changing faster than ever before and we are changing with them. The lessons we have learned during the pandemic will help us adapt to a new future.

Leadership at your PUD has spent considerable time throughout the pandemic working on a long-term strategy that will guide us and help us prepare for a future that promises big change. The work will result in development of a 5-year strategic plan and bring our future into clearer focus.

We know there are big opportunities and significant demands we must meet over the next 20 years. Our local economy is booming, electric vehicle ownership is growing exponentially, and more clean-energy mandates are on the horizon. It will take forward-thinking plans and innovation to meet those challenges.

Starting next year, our Connect

Up program (page 7) will install new advanced meters on every home and business in Snohomish County and Camano Island, delivering exciting new benefits to our customers. Our MySnoPUD customer portal (page 6) will then put key information at our customers' fingertips in a timely manner. Customers will be able to select their own billing cycle and monitor their consumption.

Thanks to clean and renewable Northwest hydropower (page 5), we already deliver nearly 100% clean energy to our customers every day. Critical capital projects in the coming years will modernize and strengthen our grid, allowing us to continue to deliver

clean energy to power homes, businesses and transportation.

We are proudly public power and excited for the future of your PUD. As your public utility board, we welcome your involvement. We appreciate when our customers take the time to provide us with input and feedback as we develop new policies and approve new services.

We encourage you to attend our upcoming board meetings, currently held twice each month over Zoom, and hopefully moving to in-person again soon.

It's our privilege to serve you now and always!



The PUD's Board of Commissioners: Toni Olson (President), Rebecca Wolfe (Vice President) and Sidney Logan (Secretary).

On the cover. Top image: A "meter farm" for the Connect Up program was recently installed at the PUD's Operations Center. Bottom image: Electric cars plugged into the Vehicle-to-Grid (V2G) charging station at the PUD's Arlington Microgrid. A V2G charging station can charge a car and allow energy stored in the vehicle to flow back to the grid.

PUD Honored for Providing Reliable, Safe Power

The PUD recently earned the Platinum Reliable Public Power Provider (RP3) designation from the American Public Power Association for its work to provide reliable and safe electric service to its customers. The designation is a notable achievement and is given to public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement.



American Public Power Association

New Base Charge on April Bills

The PUD's new base charge began showing up on electric customers' bills starting April 1. For residential customers, the implementation of the base charge will act as the 2022 rate increase approved by the PUD's Board of Commissioners. The amount of the base charge will be based on a customer's home size and type, and will raise monthly bills by only \$2.50 to \$3. For more information on the rate increase or new base charge, visit snopud.com/ratestructure.

Twin City Substation to Increase Reliability

A new substation in Stanwood will bring increased reliability to north Snohomish County and Camano Island. The new Twin City Substation, located above a floodplain in the Stillaguamish River Valley, will replace aging equipment and increase power capacity to serve expected growth in the area.



Current

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Earth Day Tips

Prepare this Spring to Save Water & Money this Summer

Last June's heat wave showed us that it's not too early to start thinking about preparing for summer! We know that hot temperatures mean thirsty yards and gardens, which can lead to high water bills.

Here are a few tips so you can start preparing this spring to conserve water outdoors this summer:

1. Adjust/install your sprinklers so that they're watering your lawn and garden, and not the street or sidewalk.
2. Check your overall irrigation system for leaks, broken lines or blockage in the lines.
3. Add a shut-off nozzle to your garden hose and save about 5-7 gallons each minute your hose is on.
4. Adjust your mower to a higher setting. A taller lawn provides shade to the roots and helps retain soil moisture, so your lawn requires less water.

More tips on saving water can be found at snopud.com/water.



Tips for Smart Planting with Arborist Rich Lloyd

PUD Line Clearance Arborist Rich Lloyd wants to share a few tips to help you have a successful tree-planting experience. Rich is an ISA-certified Arborist and has worked with the PUD for 10 years.

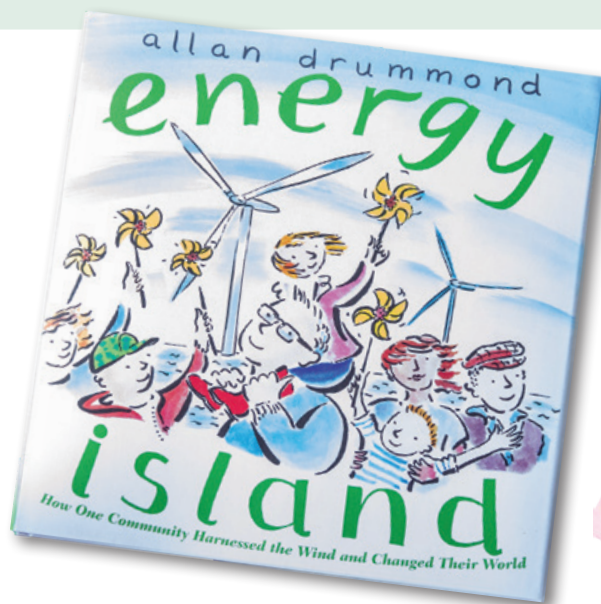
- Before planting, visit snopud.com/trees for ideas on suitable plants
- Before digging, call 811 to locate underground utilities
- Dig a planting hole
- Remove container/burlap/twine, then plant
- Fill planting hole with same soil
- Water well, soaking soil to full depth of the root ball
- Stake the tree if needed

For more tips on smart planting, check out Rich's recent PUD Power Talks at snopud.com/power talks.

Energize Your Mind with the PUD's New Reading Program

The PUD is launching a new partnership with Everett Public Library and Sno-Isle Public Library, *Reading Between the Lines*. Four times throughout the year, the PUD will be donating books to libraries in its service territory on topics ranging from renewable energy to the science and technology of electricity in hopes of empowering young readers of all ages.

The first book, *Energy Island*, is now available at Everett Public Library and Sno-Isle Library locations. Make sure to "check out" this book today at your local library!



Hydro Focus

PUD Hydro Schedulers: Using Water to Keep the Lights On

Hydropower is a crucial component of the PUD's power supply. Energy generated by 31 federal dams along the Columbia River and its tributaries helps keep the lights on in Snohomish County and Camano Island. The PUD is the largest customer of the Bonneville Power Administration, which manages the power generated by those federal dams.

For the PUD, it's the job of our Power Scheduling team to ensure we have enough power to serve our customers every hour of every day. As a PUD Hydro Scheduler, Kenn Backholm works with Power Schedulers to balance the hydropower the PUD receives from BPA with the PUD's other power supplies, including local hydropower generation, biogas from Qualco, wind and solar.

Because wind and solar are not dispatchable, which means they only produce power when the wind is blowing and sun is shining, it's critical that Kenn and the other PUD Hydro Schedulers pay close attention to weather, current and future river levels and generation schedules to ensure we'll have the right amount of power available to match forecasted usage.

During the extreme heat event that hit our region this past June, Hydro and Power Schedulers had to work closely to make sure the PUD met record customer-energy usage. Hydropower, both from our own Jackson Hydroelectric Project, and from BPA were critical to ensuring we kept the lights on and air conditioners humming across our service area.



Kenn Backholm, PUD Senior Hydro Scheduler (pictured above at the PUD's Woods Creek Hydroelectric Project) Born and raised in Everett, Kenn graduated from the University of Washington with a degree in Economics. After spending time in Japan teaching English, Kenn was hired as a Utility Analyst in the PUD's Reliability Compliance and Regional Transmission group in 2012. He became a full-time Hydro Scheduler in 2016.

Fun fact: Sustainability is important to Kenn. A hobby woodworker, Kenn recently completed a table out of a slab of English walnut he received from a family friend. Kenn now uses the beautiful table as his workspace when he works from home.

Woods Creek Sustainability Center Budding with Projects

Located near the PUD's Woods Creek Hydroelectric Project outside Monroe, the Woods Creek Sustainability Center continues to develop into an educational center that will serve our community for generations. PUD employees have worked on food forest development and are planning additional restoration projects to include a pollinator garden and other regional native plantings. We look forward to COVID-19 restrictions lifting and getting students back out to the project to learn about renewable energy, environmental stewardship, and sustainability.



MySnoPUD



Power at Your Fingertips

The PUD's customer portal, MySnoPUD, makes managing your bill a breeze. Set up automatic recurring payments, get regular text notifications to ensure you never miss a bill, and view current and past billing statements. Visit snopud.com/mysnopud or use the QR code above to sign up and create a profile.

View/Pay Bill

Click here to pay your bill and check out up to four years of billing statements.

Alerts

Set up billing alerts that can be delivered by email or text, including new bill alerts, due-date reminders and payment notifications.

Set up Auto Pay

Sign up for Auto Pay and manage your payment "wallet," then sit back and relax as we do all the work for you!

Go Paperless

Enroll in paperless billing to save paper and get your bill delivered faster.

Comparison

Compare your usage with average temperature, humidity and total consumption per year.

"Electric" chart

View and track your total usage for up to the past three years. Connect Up meters (see facing page) will show you energy usage in 15-minute increments instead of monthly.

Go Paperless & Receive \$5 Coupon

Now is a great time for PUD customers to go paperless. Not only will customers help the environment, save the PUD postage and protect their information, but for a limited time they will also receive a \$5 off coupon code to be used on energy-saving products in the PUD Marketplace. For more information on paperless billing and directions on how to enroll in paperless, visit snopud.com/paperless.



Connect Up

Evolution of the Electric Meter

The oft-forgotten electric meter, which sits silently on your home or business doing its job all hours of the day, has gone through tremendous change over the past century. In 2023, the PUD will roll out its Connect Up program and install advanced meters, the most technologically advanced electric meters today, on all customers' homes and businesses at no cost to you. Here's a look at how electric meters have changed over the years:

Electromechanical (analog) meters

Era: 1900s to 1980s

Easily identifiable by its rotating metal disc, electromechanical, or analog, meters are mechanical devices that are the oldest type of meter still in general use today.

Out of date: One issue with electromechanical meters is they slow down over time and don't represent the actual amount of energy used by customers.



Digital meters

Era: 1980s to the present

Digital meters have alternating current (AC) sensors that detect voltage and amperage in incoming wires. Rather than dials, a digital meter has an electronic display. Most PUD customers currently have this type of digital meter.



Out of date: Without communication capabilities, digital meters rely on a physical reading of the meter, which can result in higher operating costs and estimated reads.

Advanced meters

Era: 2005 to present

Advanced meters, the current standard for metering technology, combine two-way communication tools with data management systems, giving utilities the ability to collect data directly from the meter over a secure network.



Data is automatically transmitted at predetermined intervals and can be sent out as a final transmission to alert utilities to outages, helping improve reliability. Customers will also be able to review their own real-time data, giving them more information on energy usage so they can make more informed decisions and save on their energy bill.

The PUD plans to begin installing advanced meters through its Connect Up program in 2023. For more information, including a project timeline, visit snopud.com/connectup.



Advanced meters are trusted technology. More than 100 million advanced meters have been installed across the U.S. Here in the Pacific Northwest, utilities like Seattle City Light, Tacoma Power and Puget Sound Energy have all installed advanced meters or are currently installing them. In Snohomish County, PSE has installed advanced gas meters on homes and the City of Lynnwood has installed the same Sensus advanced water meters that the PUD plans to install.

PUD Tests Advanced Meters

A new "meter farm" installed at the PUD's Operations Center is critical to the PUD's Connect Up program. Members of the PUD's Connect Up team will use the meter farm to test alarms, check connect and disconnect response and monitor how the meters stand up to the elements. The team will also change configurations and perform firmware upgrades before they are pushed out to any customer meters. To watch a video about the PUD's meter farm, visit <https://vimeo.com/665818575> or use this QR code:





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It's Time to Name Those Squirrels!

Earlier this year, we were excited to announce that, after counting all the votes, our new PUD mascots would be a brother and sister squirrel! Thank you again to everyone who participated in voting to help us make that exceptional choice. We're now ready to move to the next phase of bringing our mascots to life – naming them! Once again, we need your help. We need you to vote on your favorite squirrel names from the options below:

- Zip and Zap
- Sparky and Watt
- Douglas (Doug) Fir Squirrel and Ponderosa (Rosa) Pine Squirrel
- Volt and Watt
- Stanley and Stella

Please vote on your squirrel names by visiting (www.cvent.com/d/vkqmfxf) or using the QR code at right by May 31, 2022. *Once final names have been selected, we'll be completing art and costumes for our squirrels, and then we'll be ready to launch our mascots.*

