

Current

SNOPUD.COM

FALL 2022



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A Message From Your Commissioners

For the PUD, it's a brave new world. We have always been accomplished at stringing wires, setting poles and delivering power and quality service to energize life in our communities every day. We've been doing it for longer than 70 years, in fact.

But becoming the gas station of the future? That's a new challenge for us.

We recently installed a pair of fast chargers at our headquarters in downtown Everett and have partnered with HopeWorks to install another two chargers at their HopeWorks Station (page 7). Located just off Interstate 5 and Highway 2, these new chargers make it easier for drivers to own an electric vehicle (EV). They will be able to stop, quickly charge up and be on their way. In other words, the "gas" station of the future.

These projects are just one aspect of our role in electrifying transportation in our communities. More than a quarter of greenhouse gas emissions in our country come from the transportation sector, and the PUD plays a crucial role in helping cars, buses, ferries and more go electric.

PUD customers can rest assured knowing that we have plenty of clean and reliable power to serve EV growth. An added bonus is this increased revenue will help keep rates down for every customer.

Helping power all of this transportation isn't just a swap of tailpipe emissions



Toni Olson (President)



Rebecca Wolfe (Vice President)



Sidney Logan (Secretary)

for fossil-fuel generated electricity. Nope. The PUD powers transportation with some of the cleanest power in the nation, with more than 95% of our power supply coming from clean resources, including hydropower, wind and solar.

There's a lot more that has us all charged up. We've recently launched a new app (page 3), giving customers bill and usage information right at their fingertips. We're also preparing to deploy new advanced meters on every home and business in Snohomish County and Camano Island as part of our Connect Up program (page 6). And we are very excited to partner with Snohomish River Running Club on our first Run for Warmth 5K/10K (page 5) in October.

We are proudly public power and excited for the future of the 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 in-person at our headquarters in Everett. Meetings are also available via Zoom, visit [snopud.com/commission](https://www.snopud.com/commission) for a link.

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

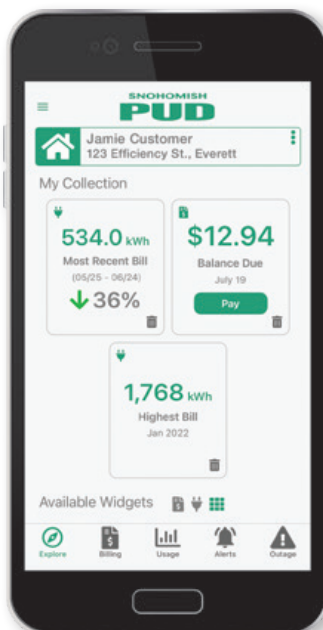
Planning for our Future

The PUD is developing a 2023-2027 strategic plan that prepares us to best serve you into the future. As part of this process, we'd love to hear your thoughts on our draft strategic priorities. Visit www.snopud.com/priorities to learn more and share your feedback.

EnergyTalk

Download Our New MySnoPUD app

The PUD has an exciting new way to access all the information you need. The MySnoPUD app gives you easy and quick access to your account on the go. You will be able to take advantage of payment tools, access bill and usage information and sign up for text alerts. The app is available in the Apple App Store and Google Play Store. Download it today!

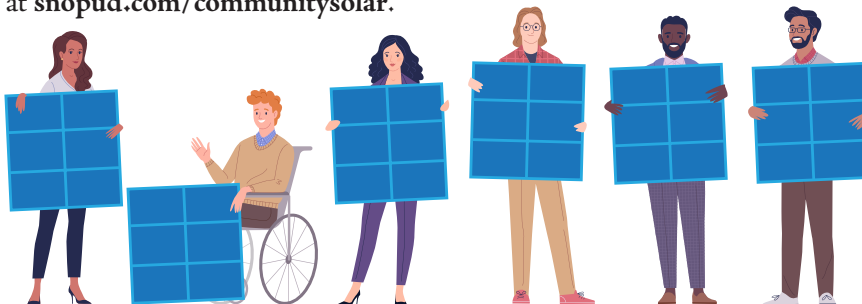


PUD Pair Honored for Lifesaving Actions

This past winter, PUD Major Equipment Operators Bill Greenfield and Tommy O'Brien went above and beyond to save a woman's life while working on restoration efforts in the Index area. The two were honored with the Governor's Lifesaving Award for their heroic actions during the recent Governor's Industrial Safety and Health Conference in Tacoma. The PUD takes safety seriously and Bill and Tommy are great examples of this commitment.

Bringing Solar to South Everett

The PUD and the City of Everett are partnering to build a large solar array at Walter E. Hall Park in south Everett. Not only will the new project generate renewable and clean energy for the grid, but it will also raise nearly \$30,000 annually for the PUD's Project PRIDE program. Administered by St. Vincent de Paul, Project PRIDE provides one-time grants for families and individuals across the PUD's service area to pay their energy bill. More at snopud.com/communitysolar.



Current

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Customer Service
M-F, 8 a.m. – 5:30 p.m.
425-783-1000



Energy Hotline
Your source for energy-efficiency information
M-F, 8 a.m. – 5:30 p.m.
425-783-1700



Reliability

Hot Summer (Work)Days

The PUD was busy this summer making electric system improvements and completing preventative maintenance projects across its system. These projects will help us maintain high levels of reliability through storm season and meet growing demand.

- ♦ **Camano Island:** The construction of a second transmission line to the island is the largest transmission line project the PUD has ever done in-house and will increase reliability to a part of our service area that is significantly impacted during storm season.
- ♦ **Monroe:** The PUD is building a new switching substation off Tjerne Road. The new substation provides increased capacity to meet load growth in Monroe, enhancing reliability.
- ♦ **Marysville/Arlington:** The PUD installed a second 28.5 MVA power transformer and distribution switch-

gear to the Edgecomb Substation near Smokey Point to serve significant load growth in the area.

- ♦ **Mukilteo:** The PUD will replace an outdated power transformer, distribution switchgear and ancillary equipment to increase reliability and safety to Mukilteo, Harbour Pointe and outlying areas.



Poles arriving in preparation for work to begin on the new Camano Island transmission line.



Equipment failure: It takes a lot of equipment to get power to our customers and some of that can fail due to age, high power demand or weather.

What Causes Outages?

Your lights go out and it might leave you wondering ... why?

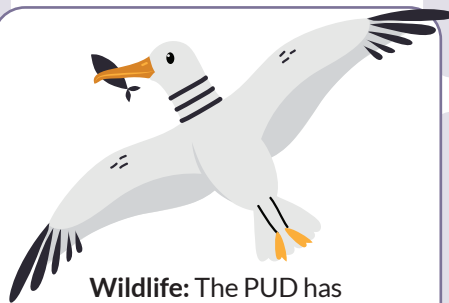
The PUD prides itself on strong reliability, but outages do happen occasionally. Here are some of the top reasons customers lose power:



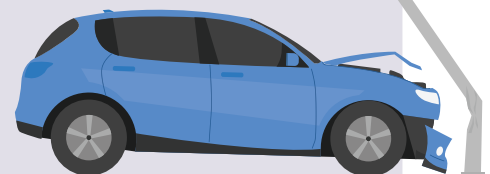
Tree/limb in line: Occurs when high winds knock over trees or limbs from trees contact wires and poles. The PUD trims trees along more than 500 miles of lines to try to mitigate this issue.



General weather: Extreme weather conditions can cause outages, whether it be freezing conditions and snow stressing equipment or lightning striking it.



Wildlife: The PUD has programs to keep wildlife away from equipment, but birds, squirrels and other animals can still contact equipment and cause a fault.



Vehicle accident: This could either be a vehicle collision with a utility pole or a large utility truck contacting a wire. Both are extremely dangerous.

3 Essential Reminders If the Power Goes Out

1 Report your outage!

If your power is out and you do not see your outage on our outage map, please report it at snopud.com/outagemap or call the PUD's automated outage reporting line at: 425-783-1001 (toll-free: 1-800-783-1001).

2 Stay at least 30 feet away from all fallen power lines and assume they are live and dangerous. Report fallen power lines to 425-783-1001. If life-threatening, call 911.

3 Have a Plan B

Customers dependent on power for life-support equipment should have a backup plan for power outages. It's critical that customers using special medical equipment at home, such as respirators, consider purchasing a backup generator and/or have contingency plans in place. Set up plans with friends or relatives to get to a site with electricity and/or identify emergency centers at local social service agencies and churches.

Find more tips at snopud.com/outages.



How to Prepare for Outages

- › Build an emergency preparedness kit (snopud.com/winterprep)
- › Stay informed: Follow us on Twitter & Facebook
- › More tips at snopud.com/stormprep

Energizing Life in Our Communities

Run for Warmth

We're partnering with Snohomish Running Company to raise funds for Project PRIDE, our grant program to help income-qualified customers. Join us on October 15 for The Run for Warmth 5K and 10K. Use code SNOPUD10 to register and a portion of your fee will be automatically donated, plus, you'll save 10%! Register at snopud.com/runforwarmth.



Team PUD Connects With Community this Summer

We couldn't have been happier to see so many customers' smiling faces at events around our service territory this summer. Thanks for joining us at the Evergreen State Fair, the Everett 3-on-3 Tournament, Kla Ha Ya Days, and many more amazing summer festivals and parades. Look for Team PUD and our mascots Zip and Zap at events this fall and winter.

Zip and Zap introduce an especially fun and cuddly way to educate on the importance of electrical safety.

Looking to keep on top of community news and local events? Visit our website at snopud.com/community. You'll also find our education resources, Power Talks presentations, a Project PRIDE online donation form, and special events!

Wonderful Water

New Water Meters Coming in 2023!

Next year, the PUD plans to begin installation of advanced water meters for all PUD water customers as part of its Connect Up program. These new meters are free and will give customers tools to save water and money on their bill.

Advanced water meters track use and update customers in near real-time. They can also detect leaks, alert customers to excess usage and be read remotely, allowing the PUD to save money and reduce greenhouse gas emissions.



For more information on the PUD's Connect Up program, visit snopud.com/connectup.



Meet Team PUD – Lillian Manley

Lilly loves working around people and technology. Whether that's assisting her colleagues or using mapping tools to plot hydrant and meter locations. She works extensively to ensure PUD records and data are kept up to date. Lilly particularly enjoys getting out of the office and into the field to meet customers and engage with her PUD co-workers.

As a Water Resources Engineering Technician, Lilly is a valuable member of the PUD's water utility. Lilly grew up in Marysville and studied drafting and design at ITT Technical Institute then later interned with Snohomish County's Facilities Management team. Following a stint with a construction company, Lilly landed at the PUD a couple of years ago.

Lilly supports the water utility in a variety of ways, but her favorite project so far has been working on the Clean Water Cohort. This was an initiative with several water systems in the area to collaborate with Team PUD crew members and work together to improve system efficiency.

"I enjoyed learning a lot more about the PUD's water system while also developing relationships with people both in and outside of the PUD," Lilly said.

Check out our Career Connected Learning project to learn more about Lilly's journey. The goal of these



new Career Connected Learning videos is to help connect middle- and high-school students with professionals at the PUD.

For more on Snohomish PUD's Career Connected Learning project, visit snopud.com/CCL.

All Charged Up

Electric vehicle (EV) drivers traveling along I-5 and Highway 2 now have two convenient locations to quickly charge up in downtown Everett.

Clean and Fast Charging at PUD

The PUD recently installed a pair of electric vehicle fast chargers adjacent to public parking stalls near its headquarters in downtown Everett. The installed ChargePoint fast chargers are CCS and CHAdeMO compatible and have a capacity of 62.5 kilowatts. EV drivers who use the chargers will be able to get a full charge in approximately 30 to 60 minutes.

The PUD is proud to partner with the City of Everett on this project. PUD and city engineers worked together to make parking and sidewalk modifications to ensure the chargers are accessible to all drivers.

The PUD's charger project was partially funded by the state's Department of Ecology, which received \$113 million from a settlement with Volkswagen for violations of state and federal Clean Air Acts.

"We're proud that these chargers increase accessibility to public charging for our customers and drivers in our communities, and make it easier to switch to an EV."

—PUD CEO/General Manager John Haarlow



New EV Chargers Available at HopeWorks

The PUD partnered with HopeWorks to install two new electric vehicle chargers at HopeWorks Station, a site that serves residents coming out of homelessness with affordable housing and workforce development. Customers can now charge their vehicle while grabbing lunch or coffee at Kindred Kitchen or shopping for a unique piece of furniture at RENEW Home & Décor.

The PUD installed a fast charger and a Level 2 charger at HopeWorks Station. Both new chargers are open for public, residents and staff to use.

The project was largely funded by Washington State's Clean Energy Fund, which is managed by the state's Department of Commerce. The aim of the project is to increase the availability of electric vehicle charging and transportation for communities historically underserved by EV infrastructure and disproportionately impacted by climate change and pollution from transportation.

EV Car Show

Learn all about Electric Vehicles

Noon to 3 p.m., Oct. 1

PUD Headquarters

2320 California St., Everett



Electric vehicles charged in the PUD's service area run on some of the cleanest power in the nation. On average, the PUD's power supply is made up of more than 95% carbon-free energy



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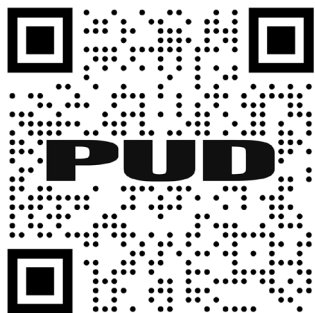
ECRWSS
POSTAL CUSTOMER

Thank You for Going Paperless!

Since February, nearly 35,000 customers have opted out of receiving a paper bill! As of today, one out of three PUD customers has gone paperless!

Your combined efforts have:

- › Mitigated a supply-chain challenge for paper and envelopes and kept paper bills going to customers who **need them most**.
- › Saved almost **200 trees** a year!
- › Saved the PUD over **\$200,000** a year, which helps us keep rates low for customers.



As a thank you for going paperless, any customer who is currently not receiving a paper bill, or who opts out of receiving a paper bill by December 31, 2022, can enter into a drawing to win one of five \$100 PUD bill credits. Enter the drawing today at snopud.com/paperless or use the QR code at left.

