

THE WIRE

Energizing Life in Our Communities

DECEMBER 2022 | [SNOPUD.COM](https://www.snopud.com)



Be Ready For the Next Big Storm

There is no better time to start preparing for the next emergency or power outage than right now! Here are some tips to help:

> **Keep emergency items stocked:** If the lights go out, it's smart to have basic provisions on hand to get through the outage. We recommend keeping on hand at least a three-day supply of food and water, flashlights, batteries, first-aid items, blankets, medication and other essential items. Visit [snopud.com/winterprep](https://www.snopud.com/winterprep) for a list of what your emergency preparedness kit should include.

> **Have a Plan B:** In severe storms like the one last month, power outages can last multiple days, so it's important you have a backup plan, especially for those with special medical needs. Make contingency plans with a relative or friends, bookmark a hotel close by or keep emergency shelter information close at hand.

> **Charge up:** If the forecast is calling for windy weather, make sure to charge up your phones and mobile devices in case the power goes out. Also, for electric vehicle owners, make sure your car or truck has a full charge before the weather hits.

> **Purchase a portable generator:** When the power goes out, a generator can be a great way to keep your refrigerator and a few lights running. Make sure to keep it in a ventilated area outside and five feet from any structures. A licensed electrician should install the transfer switch to avoid severe injury from electrical backfeed. Visit [snopud.com/generators](https://www.snopud.com/generators) for details.



How does the PUD restore power after a big storm?

Restoring power to customers after a significant storm is a huge challenge. It took a week to restore power to all 250,000 customers affected by the windstorm that battered Snohomish County and Camano Island in early November.

The reason is simple: the electrical grid is complex. We serve customers over 2,200 square miles and have more than 6,600 miles of electric lines,

200,000 poles and 100 substations. When a storm damages that equipment, it can take a long time to clean up.

Before starting to make repairs, we must first assess the damage and ensure the area is de-energized and accessible. Once work is assigned to a crew, it can take 10-12 hours on average to re-set poles and put up wires ripped down by falling trees and debris. During storm restoration, our crews work shifts upwards of 40 hours at a time, and we call in crews from across the state and other neighboring states to help in the clean-up.



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

Pay Your Bill: **1-888-909-4628**
Online: [MY.SNOPUD.COM](https://www.MY.SNOPUD.COM)

Be Vigilant Against Scammers

Scammers have increased their activities, trying to get you to give them your money. Scammers may approach your door impersonating a PUD employee and demanding payment. If a PUD employee knocks on your door, remember to always ask for appropriate identification like a PUD badge. Also look for PUD-branded clothing and vehicle. **We will never request payment at your door or through a third-party payment process.** If you receive a call or visit that raises doubts, please call our Customer Service team at 425-783-1000.



Using Drones to Keep the Grid Strong

We are always looking for ways to use new technology to improve reliability. Recently, we worked with Eagle Eye Aerial Solutions to use drones and infrared and LIDAR cameras to inspect critical infrastructure in Arlington and Lynnwood.

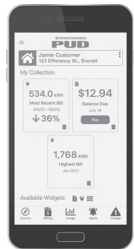
The drones allow us to inspect hundreds of poles, wires and critical equipment in the same time it would take a PUD crew to inspect dozens by driving in the field. The drones can easily take pictures of poles and equipment from high above and reach places that would be very difficult for our crews to navigate.

During a recent inspection, the cameras found a damaged 115-kilovolt switch, a problem that could have easily caused an outage this storm season. Catching the issue allowed us to schedule a line crew to replace the switch, minimizing the chance of an outage.

Learn How the PUD Works to Make the Grid Stronger



Join our January Power Talks presentation at 12 p.m. on Thursday, January 5, 2023, to learn about how the PUD is using technology and strategic planning to decrease outages. Head to snopud.com/powertalks to register. Our online Power Talks are free to attend and are presented via Microsoft Teams.



Download Our New MySnoPUD App

PUD customers can now download our new MySnoPUD app for easy access to payment tools, and billing/usage information as well as sign up for email/text notifications. The new MySnoPUD app is free and available in the Apple App Store and Google Play Store.



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