

Current

SNOPUD.COM

SPRING 2023

**Touch a
Truck**

**EV Car
Show**

**Safety
Demos**



**ENERGY
BLOCK PARTY**



**Booths &
Giveaways**

**Free fun for
everyone!
April 22**

*See inside for all
the details...*

**Crafts for
Kids**

A Message From Your Commissioners

We love hearing from our customer-owners! As your publicly elected Board of Commissioners, we work every day to ensure that your PUD is perfectly situated to continue our mission of providing all of our customers with affordable, reliable, en-



vironmentally sustainable and safe electricity and water. We can't do it without you. We appreciate when our customers take the time to provide input and feedback as we develop new policies and approve new services. Your input gives insight into what customers want, how our work affects their lives and what we can do better to serve you into the future. We are proudly public power and excited for the future of our communities. We know the work we do now will energize the lives of our customers in the years to come. We welcome your involvement. We encourage you to attend our upcoming board meetings, currently held twice each month in-person and over Zoom – visit snopud.com/commission for a link. It's our privilege to serve you now and always! Commissioners left to right: Tonya Olson (Secretary), Rebecca Wolfe (President) and Sidney Logan (Vice President)

Community Matters

As General Manager of this dynamic utility, I get to talk to you, our customers, all the time. Of course, you have ideas on ways we can improve – I'd be shocked if you didn't! But again and again, I hear how proud customers are to be served by us. I hear how our customer service representatives have connected customers with assistance to make their bill more manageable. I hear how our linemen greeted customers kindly during storm restoration efforts. I hear how our conservation experts helped customers weatherize their home to save energy and money. I could go on, but it gets me to one of my main goals as CEO/General Manager of the PUD: If you could choose your utility partner, I want us to be so good you'd choose us every time. In recent years, at my urging, we have increased our involvement with



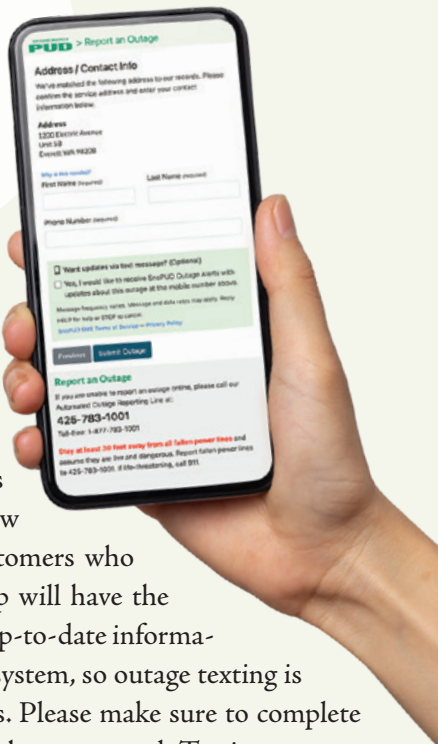
John Haarlow, CEO/GM our local communities. I hope you have noticed. I hope you've seen our high-voltage trailer at a community fair, heard from a child about a PUD teacher talking to them about electrical safety in their classroom or chatted about electric vehicles at our recent EV Car Show. Coming up soon is our Energy Block Party (pages 4-5) on Earth Day. This promises to be an extraordinary event. There will be a Truckstravaganza for kids (and grown-up kids alike) to get up-close with PUD big rigs and

other first-responder vehicles. We're talking bucket trucks, fire engines, snow cats and more. There will also be an EV Car Show featuring some of the newest, most innovative EVs on the market – as well as a few electric bikes. Inside, we'll have booths with experts on hand to talk about residential solar power, job opportunities, conservation programs, Connect Up, our advanced meter program, and much more! Kids will also be able to meet our new squirrel mascots, make a mason bee house, check out our high-voltage demonstration trailer and grab a bite at a food truck. I am excited for this opportunity to meet our neighbors, community leaders, business owners and you! Please come up and introduce yourself. I'll be the guy wandering around smiling big and looking proud.

EnergyTalk

Outage Texting Now Available

We heard your requests, and the PUD is pleased to announce customers can now sign up to receive outage text alerts. Customers who report an outage through our outage map will have the option to sign up for text alerts to receive up-to-date information on their outage. We are piloting this system, so outage texting is not yet available during large storm events. Please make sure to complete the customer survey after your power has been restored. To sign up to receive outage texts, report your outage at outagemap.snopud.com



Run for Warmth is Back October 15



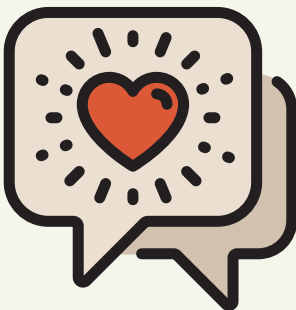
The PUD is once again partnering with Snohomish Running Company to bring you the Run for Warmth on Sunday, Oct. 15. This 5K and 10K benefit Project PRIDE (a program that helps Snohomish County neighbors in need with their energy bills). It's a great opportunity to do something good for your health and community. Use the code **SNOPUD10** to save 10% on your registration and have a portion of your fee go toward Project PRIDE. Register today at snopud.com/runforwarmth

PUD Out in the Community

We love getting out and having face time with our customers. Stop by and visit us at these events this spring:

- Everett Bike Everywhere Day, May 19
- Marysville Strawberry Festival, June 17

 Check our calendar at snopud.com/events



Current

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Customer Service
M-F, 8 am – 5:30 pm
425-783-1000

Energy Hotline
Your source for energy-efficiency information
M-F, 8 am – 5:30 pm
425-783-1700

YOU'RE INVITED!
Free family fun!

ENERGY BLOCK PARTY

AN EARTH DAY CELEBRATION!
Saturday, April 22, 11 am to 2 pm
PUD Electric Building Headquarters
2320 California Street in Everett



Giveaways!
Goodies for little line workers*



Meet Our Mascots
Zip & Zap will be at the Block Party!

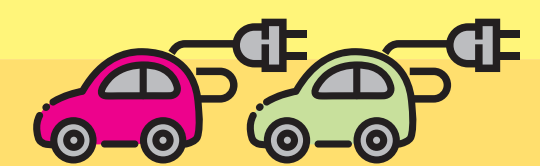


Limited parking
Walking, biking and transit is strongly encouraged! Visit snopud.com/energyblockparty for more information.

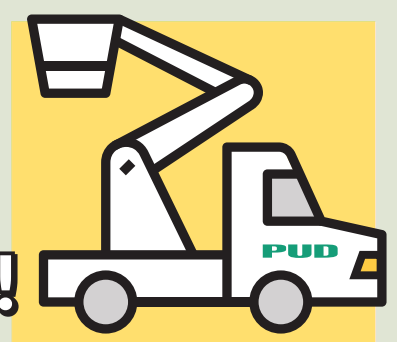


Come on inside!

- Meet your Commissioners
- Learn about the utility of the future
- Find out about PUD careers
- Talk to an energy expert
- Pick up a free energy-saving item*
- And so much MORE!



Electric Vehicle Car Show!
Learn about EVs directly from your neighbors who own them!



Touch a Truck & tables!
Kids – and the young at heart – will love this truckstravaganza of PUD and first-responder vehicles. Meet men and women of the PUD and get your photo taken in a bucket truck!

Tables will feature:

- Free kids' crafts (build a mason bee house)*
- Drawings for free trees!
- And MORE!



High-voltage trailer safety demonstration



Food Trucks!
Ryan's REZ-ipes and the Dick's Drive-in Food Truck – YUM!!!

Streets will be closed to vehicle traffic as shown. Please be mindful and respectful of pedestrians.

* All giveaways are one per household, while they last. Supplies are limited.

BROADWAY

RAINIER AVENUE

VIRGINIA AVENUE

CALIFORNIA STREET

HEWITT AVENUE

Keeping Power Flowing

Join us at the First Annual Hydropower Appreciation Day!

Water is our power!

Join us in celebrating Hydropower Day at the Snohomish PUD. Did you know that as a PUD customer, the electricity that powers your home is over 97% carbon-free? This is largely due to the wonders of hydropower. The PUD gets about 80% of its power from hydroelectric projects. While you are likely familiar with the larger dams you might find on the Columbia River, a portion of that comes from smaller hydroelectric projects like the one at the Woods Creek Sustainability Center.

Sign-up for a free tour of the Woods Creek Sustainability Center on May 20

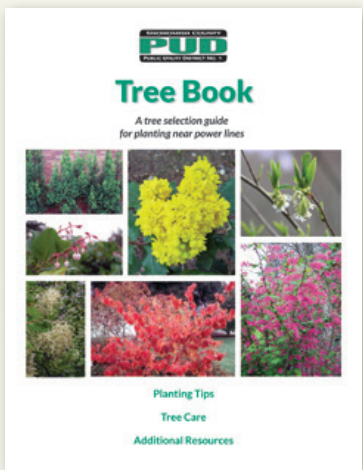
- Learn about this run-of-the-river hydroelectric project
 - Explore the Food Forest and Pollinator Garden
 - Take pictures of the project's incredible waterfall
- Space is limited! Tours last approximately one hour. This event is free, but reservations are required. Reserve your tour time today at snopud.com/waterwow



There's a Reason Washington is Known as the Evergreen State

A famous frog once said, "It's not easy being green." Here in Snohomish County, we know that is true. While our beautiful and abundant trees are one of the most fantastic things about living here, they do have a downside. When trees and limbs come down, they can cause power outages. To prevent outages, PUD crews trim trees on upwards of 450 circuit miles each year to aid in reliability. You can help prevent outages by making sure you have the right plant in the right place. Hop online and visit snopud.com/trees for helpful planting resources including our "Tree Book."

Visit our tree experts at the Energy Block Party to learn more and for a chance to win trees that are safe to plant near power lines!



Improving Infrastructure

CONNECT UP

Our Connect Up program promises to deliver an array of new benefits for customers, giving them additional options to take control of their energy and water usage to lower their bill. Here's a look at some of the benefits customers can expect after their new meter is installed:

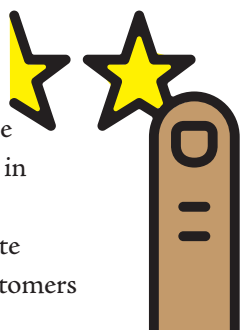
A More Dependable Bill

- No more bills based on an estimated read
- New meters are more accurate
- Consistent number of days in every billing cycle



Improved Customer Experience

- Ability to see energy and water usage in near real-time
- Energy usage data recorded in 15-minute increments
- Choose your own billing date
- Real-time reconnect for customers



Safer, Cheaper and More Environmentally Sustainable

- Improved leak detection (water meter) can save water and money
- Elimination of unauthorized consumption can save energy
- Remote meter reading and reconnect/disconnect (electric meter) means:
 - » Fewer PUD trucks required on the roads, decreasing emissions
 - » Fewer PUD employees required to visit customers' homes and businesses



Connect Up Deployment

The PUD plans to begin deployment of advanced meters through the Connect Up program later this year. Customers can anticipate receiving a variety of communications (letter, postcard and email) from the PUD notifying them when their meter will be exchanged. This exchange will be free of charge and may require a very short power disruption.

For more information, visit snopud.com/connectup



Top of page: Noah Rui, a PUD Water Utility Technician, completes maintenance on a water meter box to prepare it for an advanced meter.



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Education and Kids' Activities at the Energy Block Party

At the Energy Block Party on April 22, the PUD's Education team will host a booth highlighting the importance of pollinators to our local communities.

Children will be able to build mason bee houses, butterfly feeders or hummingbird feeders.

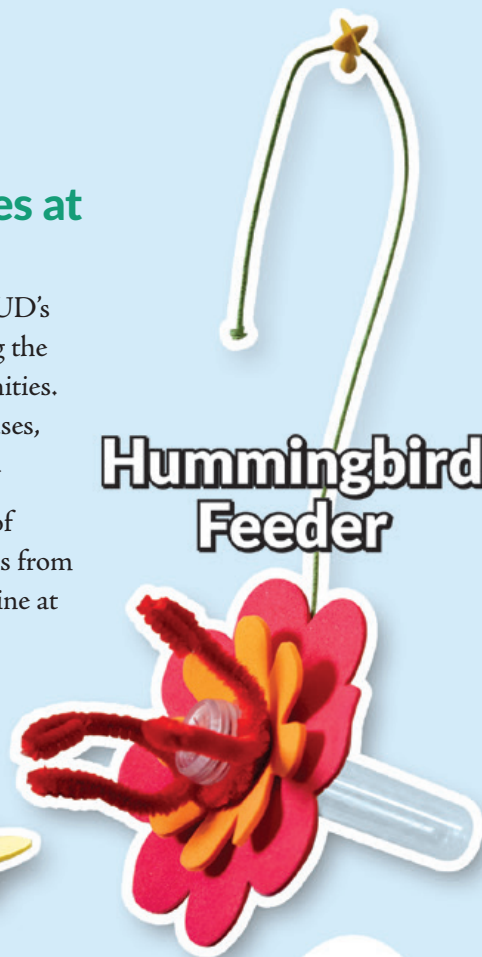
Supplies are limited, but there are LOTS of things to do. See pages 4-5 for all of the activities from 11 am to 2 pm. You can also find out more online at snopud.com/energyblockparty

**We hope to see
you there!**

**Mason Bee
House**



**Hummingbird
Feeder**



**Butterfly
Feeder**

