

Energizing Life in Our Communities

Current

SNOPUD.COM

FALL 2023



Connect to the Future

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A message from Your Commissioners

After years of planning, we have recently begun installing advanced meters on homes and businesses throughout our service area as part of our Connect Up program. This is a significant step forward for the PUD and will help us meet legislated clean energy mandates and increasing demands on the grid.

As with Connect Up, we have crucial decisions to make over the next few years and we appreciate hearing from you, our customer-owners. As your publicly elected Board of Commissioners, we work every day to ensure your PUD can continue our mission of providing customers with affordable, reliable, environmentally sustainable and safe electricity and water.

Your input gives us insight into what our customers want from their utility. This ensures that we have a diversity of opinions and thoughts as we work to better serve you into the future.

We know the work we do now will energize the lives of our customers in the years to come. We welcome your



Commissioners Tonya Olson, Rebecca Wolfe & Sidney Logan involvement. We encourage you to attend our upcoming board meetings, currently held twice each month in person and over Zoom. Please visit snopud.com/commission for a link.

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

Looking forward with John Haarlow

These are exciting times at the PUD. We are working on some amazing projects as we build the grid of the future and ensure that we continue to provide reliable, cost-effective and environmentally sustainable power for you.

The most significant project we're taking on right now is Connect Up. After years of planning and preparing, we have launched the deployment phase of the project. Connect Up will forever change how we engage with you and how you can understand and manage your energy and water usage.

I can't overstate how much of a difference you'll see with these meters.

- You'll see usage in near real-time (15-minute intervals) rather than having to wait a month
- No more bills based on estimates
- Threshold alerts will help you keep a close eye on your energy and water usage and bills
- Leak detection for water meters



CEO/GM John Haarlow

These new meters are the key to building our future. In the future, they will help us know immediately if you are out of power so we can respond to outages more efficiently, give us valuable insight as we prepare for an increase of electric vehicles and allow us to offer new rate opportunities so you can shift usage to times when energy prices are lower, saving you money.

Read more about Connect Up on pages 4 and 5.

Along with Connect Up, we are

working every day to make our grid stronger. Throughout summer, our crews have been trimming trees across Snohomish County and Camano Island to reduce outages this fall and winter and diminish wildfire risk. We also work throughout the year to inspect poles and wires to ensure our system is strong and ready for what storm season will dish out.

We are also upgrading and building our grid to meet future needs. Our crews have been busy working on critical projects – from Camano Island to Mountlake Terrace – that will help us as our communities electrify.

For more on our infrastructure investments, see page 6.

It is an extremely busy time here at the PUD. It takes a lot of work to build and maintain the grid, and I'm proud of the work our folks have done and will do to keep the lights on this storm season and into the future. I hope you are too.

Energy Talk

Run (or Walk) for a good cause

Run or walk in this fall's Run for Warmth on Oct. 15 and help your neighbors in need stay warm this winter. Use the code SNOPUD10 to save 10% on your registration and have a portion of your fee go toward Project PRIDE. There are many families with ongoing needs, and at times the need surpasses current donations. Your support makes a big difference for local families. Register at snopud.com/runforwarmth.



Time to think pink

October is a great time to visit Osprey Park to see salmon returning to spawn in the Sultan River! Pink salmon only return on odd years, so be sure to take advantage of the opportunity to see hundreds of thousands of salmon return to our region this fall. While at Osprey Park, you can check out work the PUD recently completed to remove debris from a side channel that experienced a landslide during a high-water event in 2020.

Young salmon will now have improved access and water conditions in the side channel this spring.



Download the MySnoPUD App

Visit the Apple App Store or Google Play Store to download our MySnoPUD app, which gives you easy and quick access to your account on the go. You can now report your outage through the app!



Current

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- twitter.com/snopud
- vimeo.com/snopud
- snopud.com/enews

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

Connecting to the Future

It's official: Connect Up meters are currently being installed on homes and businesses in Snohomish County and Camano Island. This is a game-changer for the PUD and will help us deliver on our promise of powering our customers with reliable, clean and affordable energy now and in the future.



Your meter: These new advanced meters are a significant upgrade. Think: rotary phone to smartphone. They are industry standard technology and are tested and proven over decades of use in communities across the United States and the world.



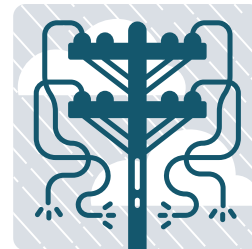
Communications network: Communications is one of the main benefits of advanced meters. Our meters will communicate over a secure and encrypted network that the PUD built and will operate for the purpose of our Connect Up program.



PUD system: A leader in cyber security, the PUD has built a secure system to collect data from advanced meters. We will not be collecting or transmitting any personal identifiable information or storing it in these systems. Instead, only energy usage and safety data will be stored.



Manage your energy usage/your energy bill: Once they receive their meter, customers will be able to log in to their MySnoPUD account and see their energy usage in 15-minute increments. This insight will help them make better decisions on how best to conserve energy and save money on their bill.



Automated outage alerts: Though not available right away, these new meters will eventually be able to detect outages and communicate them to the PUD. This means faster restoration times and more up-to-date outage information.



Customer notifications: Because advanced meters collect data in near real-time, customers will be able to be notified if their bill is trending higher than usual or they've met usage or bill thresholds. These alerts will help customers better manage their energy usage.



Your meter exchange

Sometime over the next two to three years, one of our trained meter exchange professionals will visit your home or business to install your new meter. A few things to know:

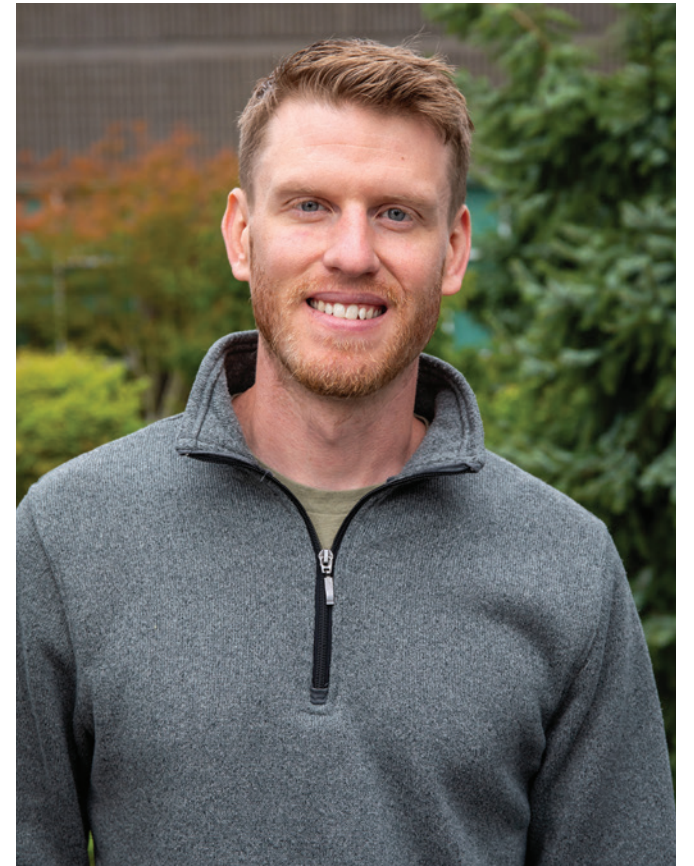
- You'll receive multiple communications prior to your exchange to ensure you're prepared.
- The exchange is free. It will take approximately 5 to 10 minutes for an electric meter and 30 minutes for a water meter.
- Our PUD installer will knock on your door prior to the exchange and answer any questions you have.
- Thanks for working with us to ensure the safety of our installers!

Laying the Foundation for the Future

Meet Adam Peretti, PUD Manager AMI Technologies

Soon after the Connect Up project was approved by our Board of Commissioners, Adam was selected to lead the PUD's new AMI Technologies group. In his role, Adam and his team are ensuring that the PUD is ready for the many changes on the horizon. This is no small job as advanced meters and associated systems promise to revolutionize the PUD.

AMI=
Advanced Metering Infrastructure, or all of the meters, systems and networks involved with deploying advanced meter technology.



An important role

"We see it as our job to help ensure the foundational technologies of the AMI system are working so that the PUD can focus on maximizing the many benefits of advanced meters and help customers take advantage of them. That means a lot of planning, testing and coordinating with teams across the PUD. I'm proud of the work we've done to get us to the place we're at now as we begin exchanging meters, but we have a long way to go and a lot of work to do."

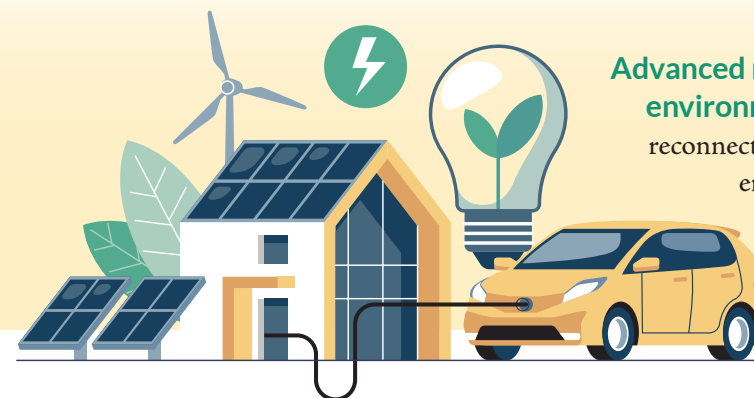
Testing the meters

"Our 'meter farm' has allowed us to test alarms, outages, remote reconnects, and firmware upgrades. During implementation we set up a process to simulate over 50,000 exchanges using a copy of production data. The testing we've been able to perform has given us confidence as we start installing meters on our customers' homes and businesses."

Excited for the future

"Now that we're in deployment, I'm looking forward to the 'Utility of the Future' programs we'll be able to roll out soon, including elective time-of-day rate programs, outage notifications and demand-response capabilities. Going back to my roots as an engineer, I'm really excited about the prospect of using the interval data for better planning and equipment maintenance."

Check out a video highlighting Adam and the meter farm at snopud.com/meterfarm



Advanced meters are part of the PUD's commitment to environmental sustainability. Remote meter reading and reconnect/disconnects mean fewer PUD vehicles on the road emitting greenhouse gases. Advanced meters will also allow us to offer cheaper rates for EV charging, promoting clean-energy transportation.

Reliability

We work every day to make our grid stronger. Throughout the summer, our crews have trimmed trees, inspected equipment and built infrastructure across Snohomish County and Camano Island to be ready for the storm season and growing customer demand.

Investing in our communities

Crews have been hard at work all summer, including constructing a second high-voltage transmission line that will add crucial redundancy to customers on Camano Island. When this project is completed, crews will begin work upgrading the existing transmission line and expanding the Camano Substation.

Additionally, work was completed on our new Sky Valley Substation in Monroe. Sky Valley is now ready to meet future energy demands of the growing region.

At right, a PUD crew places one of the pylons for the new Stanwood/Camano line. When safe and practical, work is done at night to minimize traffic disruptions.



Trimming trees

The PUD typically has 12 tree crews out in the field every day working to trim trees on 500 miles of lines per year. Trimming trees is vital to preventing outages and wildfires.

Do you have a tree that's dangerously close to the powerlines on your property? Give us a call at 425-783-5579 and we'll schedule a PUD arborist to check it out and talk with you about next steps.

At left, a PUD tree trimmer works on Logan Road in Lynnwood last month.

Combating wildfires

Our Wildfire Mitigation Plan includes regular tree trimming and brush removal, pole inspections and system maintenance to harden our infrastructure, as well as equipment upgrades and system settings to decrease the risk of sparking dry brush or trees.

Employee and customer safety is our top value, and we will continue to develop plans into the future to increase grid resiliency and protect our communities from the potential of wildfires.



Storm Preparation

Our region has seen more frequent and severe storms over the past few years. These storms result in extensive damage to the grid and sometimes lengthy outages for our customers. Because of that, it's important that you're prepared for extended outages. Here are some tips on how to ensure you're ready before the storm hits.

Make sure you're prepared for outages!

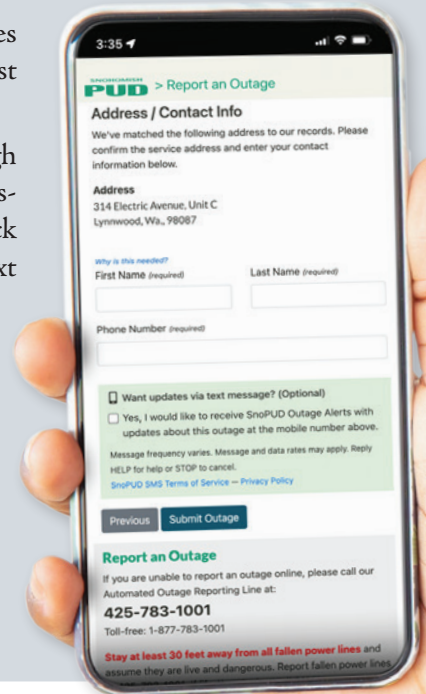


- Build an emergency preparedness kit. Make sure to include a three- to five-day supply of non-perishable food and water, flashlights, first-aid kit, battery powered lights, prescription medications and more.
- Charge up your devices if there is a storm in the forecast. This includes phones, tablets and battery packs.
- If you have special medical needs or power is a necessity for you, consider a backup generator or set up another place to stay with friends or family for support during an extended outage.
- Bookmark our outage map and follow us on Facebook and X (formerly Twitter) for storm restoration updates (see below).

Our outage map is better than ever!

Going into this year's storm season, we've made some significant upgrades to our outage map to serve you better and make sure you have the most up-to-date information on outages and restoration efforts.

- **Text updates:** Customers can sign up for outage text alerts through our outage map (outagemap.snopud.com) and self-service phone system (425-783-1001). Report your outage on our outage map and click the box to opt-in to outage text alerts. On the phone, opt-in to text alerts when you report your outage.
- **Storm updates on the map:** During large storms or significant outage events, we'll be providing regular updates on the outage map to ensure you have the most up-to-date information and can make informed decisions.
- **Crew updates:** During storms, once a PUD crew is assigned to your outage, you'll be updated via text message if you've signed up (see above) and an estimated time of restoration will be updated on our outage map.



Learn outage prep at our next Power Talks!

PUD Power Talks at noon on Thursday, Nov. 2 will be brimming with outage preparedness tips! Power Talks are free on Microsoft Teams. To register or view previous events, visit snopud.com/powertalks.



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MySnoPUD puts energy information at your fingertips!

Accessible. Customizable. Powerful! The MySnoPUD customer portal allows you to access your account from anywhere, track your usage and sign up for alerts to keep you up-to-date on your bill.

- ✦ **Your bill:** Text and e-mail alerts keep you in the know on all of your bill information.
- ✦ **Your usage:** Track and compare your energy and water usage against weather conditions.
- ✦ **Your outage:** Report your outage and track restoration progress on our outage map.
- ✦ **Your future:** MySnoPUD capabilities will improve dramatically once your Connect Up meter is installed.

Learn more about MySnoPUD at snopud.com/mysnopud



Speaking of bills, winter is almost upon us! With cold weather comes home heating, which uses a lot of energy. To prep for winter, look into our rebates on energy-efficiency items – such as insulation – today! Trim your bills and keep your house cozy. Visit snopud.com/connect2save.

