

**PUD**

Energizing Life in Our Communities



# THE WIRE



NOVEMBER 2023 / [SNOPUD.COM](http://SNOPUD.COM)

## The PUD's First Responders

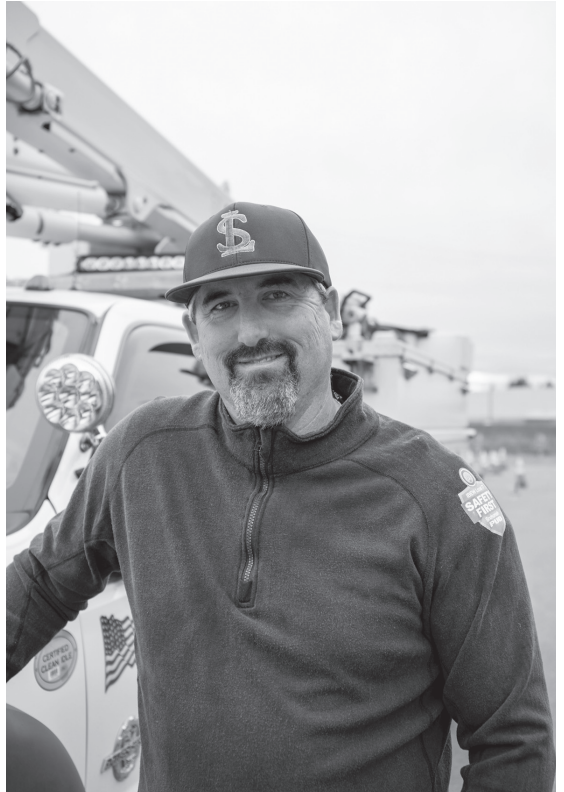
It's late at night and dark and stormy outside, but for Mike Black it's time to head out the door and get to work.

As a PUD Serviceman, Mike is part of our front-line defense in the battle against outages. Anytime of the day or night, Mike or any of our 15 PUD Servicemen, take emergency calls, jump in their service trucks and drive toward trouble.

At times, Mike, who lives in Lake Stevens, is the first person on the scene. He often works with police and fire to secure a scene, helps cut power to make a potentially dangerous situation safe and assesses damage to alert crews.

During storm season, typically November through March, our Servicemen are very busy. Stormy weather can cause branches to fall into wires and trees to knock over poles, causing widespread outages. Just like our Line crews, our Servicemen work around the clock during storms to restore power.

Mike's service truck is outfitted with an iPad loaded with maps of our entire system to iden-



Mike Black, Outside Service Lineman

tify where outages are and where issues might be. Once he pinpoints a problem, Mike patrols the lines to inspect if there's damage. If he can, he'll fix it; if not, he can call in a Line crew.

"That's the best part of the job: seeing everyone's lights come back on," said Mike.

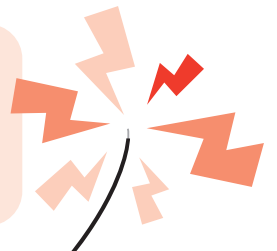


*"That's the best part of the job: seeing everyone's lights come back on."*

### Please Remember...



**Be Safe Around Crews.** Our crews often work in tough conditions. Kindly slow down and give them room when you see crews or service trucks on local roadways this storm season.



**Downed Line Danger!** Stay at least 30 feet away from downed lines – they are extremely dangerous. Always assume downed lines are energized. If you're in your vehicle and power lines come in contact with it, call 9-1-1 and stay inside until help arrives if it's safe to do so.

View/report outages at [OUTAGEMAP.SNOPUD.COM](http://OUTAGEMAP.SNOPUD.COM) or report at 425-783-1001

## BPA Pass-Through Rate Increase in Nov.

PUD customers will see a slight increase on their bills after Nov. 1 due to a rate increase pass through from the Bonneville Power Administration. We receive more than 75% of our power from BPA, which is raising its rates by \$8.7 million over the next two years due to inflationary cost pressures.

Residential PUD customers will see their rates increase by 1.4%, resulting in the average home's bill increasing by approximately \$1.50 per month. PUD commercial and industrial customers will see an increase to their usage and demand charges.

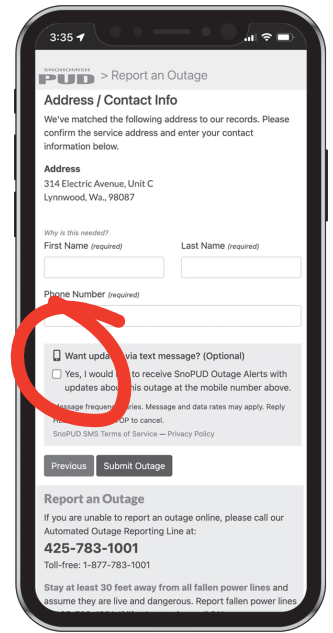
For more information on rates, visit [snopud.com/rates](https://snopud.com/rates).



## Our Outage Map is Better than Ever!

Going into storm season, we've made upgrades to our outage map to ensure you have the most up-to-date information on outages and restoration efforts.

- **Opt in for text alerts:** Report your outage on our outage map ([outagemap.snopud.com](https://outagemap.snopud.com)) and click the box to opt-in. By phone (425-783-1001), opt-in when you report your outage.
- **Storm updates on the map:** During significant outage events or large storms, we'll be providing regular updates on the outage map to help you 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 the outage map.



## Score Extra Savings on Thermostats

Get in the energy-saving game with extra big rebates on Google and Mysa thermostats this month! Not sure what's right for you? [Marketplace.snopud.com](https://Marketplace.snopud.com) can help you decide.

## PUD Hosts Helping Hands Holiday Bazaar



The Helping Hands Holiday Bazaar – and its lovely crafts, foodstuffs and other treasures – is back! Part of the proceeds go to Helping Hands, which assists seniors in need with their energy bills. The Bazaar is at our Everett Headquarters on Dec. 8 from 8:30 am to 3 pm. Learn more at [snopud.com/hhbazaar](https://snopud.com/hhbazaar).



Customer Service: 425-783-1000  
 Monday-Friday, 8 am–5:30 pm  
 1-877-783-1000 outside Everett and in Western Wa.  
 Visit us online at [snopud.com](https://snopud.com)

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 1-888-909-4628  
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