

Current

SNOPUD.COM

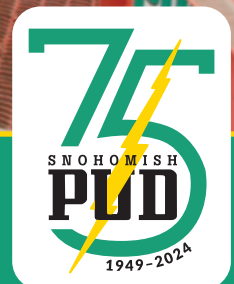
SPRING 2024

Free family fun!
April 27, 11 a.m. to 2 p.m.

 **ENERGY** 
BLOCK PARTY

Truckstravaganza
EV car show
Safety demos
Food trucks
Energy efficiency
booths & events
Children's activities
Meet our new mascots
AND MORE!

INSIDE: A MESSAGE FROM YOUR COMMISSIONERS | OUR HISTORY INFORMS OUR FUTURE | ENERGY TALK | ENERGY BLOCK PARTY MAP | REACHING THOSE IN NEED | BUILDING FOR TOMORROW - YESTERDAY & TODAY



A Message From Your Commissioners

This September, your PUD celebrates 75 years of delivering reliable and affordable electricity to the residents and businesses of Snohomish County and Camano Island. It is inspiring to think about the work PUD staff have done over that time, helping heat homes, cook dinners, light big events and energize the growth of business.

This work continues. We invest in infrastructure to ensure we meet growing electricity demands, deploy new technology to improve customer experiences, and plan to make sure we can reliably power future growth. We also work to help those in need so that all PUD customers stay warm (page 6).

As your publicly elected Board of Commissioners, we are proud of our history of public power and service to our communities. Your commission has a history of listening to you, our customer-owners, as we make decisions.

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 and plan for the next 75 years.

We welcome your involvement. We encourage you to attend our upcoming board meetings, currently held twice each month in-person and over Zoom. It is our privilege to serve you now and always.

Please visit snopud.com/commission for information on upcoming board meetings and a link to attend virtually.

Commissioners left to right: Rebecca Wolfe (Secretary), Sidney Logan (President), and Tanya Olson (Vice President)



Our History Informs Our Future

As we continue our work to build the Utility of the Future, and realize our shared vision to be the utility that delights our customers and energizes life in our communities, it is important to look back on our tradition of public service. We have been delivering water to customers since 1946, and this year we celebrate our 75th anniversary as an electrical provider.

The communities we serve are diverse and ever-changing. But our purpose remains the same: deliver essential services to help them thrive.

To better accomplish this, we have created a strategic plan (snopud.com/strategy) to keep us focused. This plan outlines our vision and commitment to our customer-owners while detailing five priorities.

You'll be able to identify these priorities in our everyday work. Our Connect Up program (page 7) will give

customers significantly better tools to efficiently manage electric and water usage, helping to **evolve and enhance customer experiences**. Our SnoSMART project (page 7) will deploy new wireless technology to **bolster operational reliability and resiliency**.

We **actively help our communities thrive** by hosting engaging events like our Energy Block Party (page 4) and providing customers in need (page 6) with resources, from bill assistance to rebates on energy-efficiency products.

As we planned our new Community Solar project in south Everett (page 7), we worked closely with the community to ensure we **build a sustainable future with our communities**.

Our people make the PUD special. People like Missy Wilch (page 6), whose mission is to help as many customers find assistance as possible, are why it's critical we **create the cul-**

ture and capabilities needed for the future of our workforce.

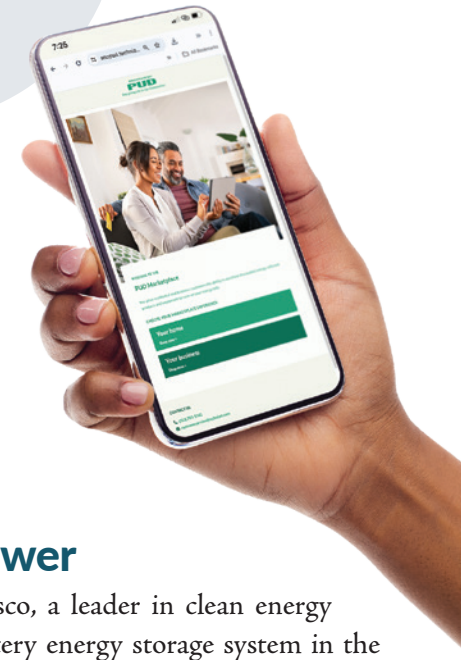
This is just a fraction of the work we do to make the PUD strong. As the weather warms, crews will be out on grid projects and tree trimmers will be working across the service territory to bolster reliability. Our planning teams are always working to ensure we have the right mix of clean energy to serve our growing region and customer needs. Our Water team conducts water tests to ensure we deliver the cleanest water possible.

I'm extremely proud of the work that happens at the PUD. It's all in service to you.

John Haarlow,
PUD CEO/
General
Manager



Energy Talk



Instant Rebates

Shop the PUD Marketplace site for energy-efficient products for your home or business. Claim exclusive rebates at online checkout – just for PUD customers! marketplace.snopud.com

Batteries = Reliable Power

The PUD is partnering with Ameresco, a leader in clean energy development, to build the largest battery energy storage system in the Pacific Northwest. The new battery system will be able to store enough energy to power nearly 20,000 homes for four hours and will help the PUD integrate more renewable energy onto the grid.

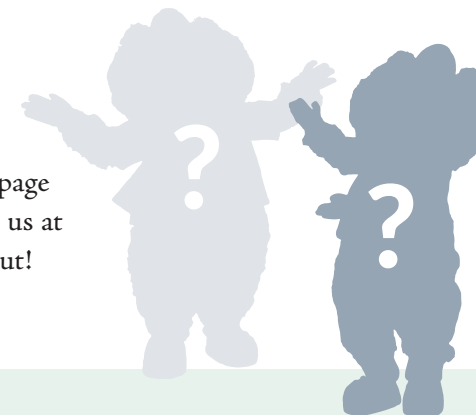


Stay Connected with The Wire

If you haven't subscribed to our e-newsletter, The Wire, please visit snopud.com/news today. It's simple to sign up and a great way to get monthly updates on PUD news, energy-efficiency opportunities and much more.

Meet Zip and Zap

We are unveiling our squirrel mascots, Zip and Zap, at our upcoming Energy Block Party (page 4). What do they look like? Join us at the Energy Block Party to find out!



Current

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Fun For Kids at the Energy Block Party

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

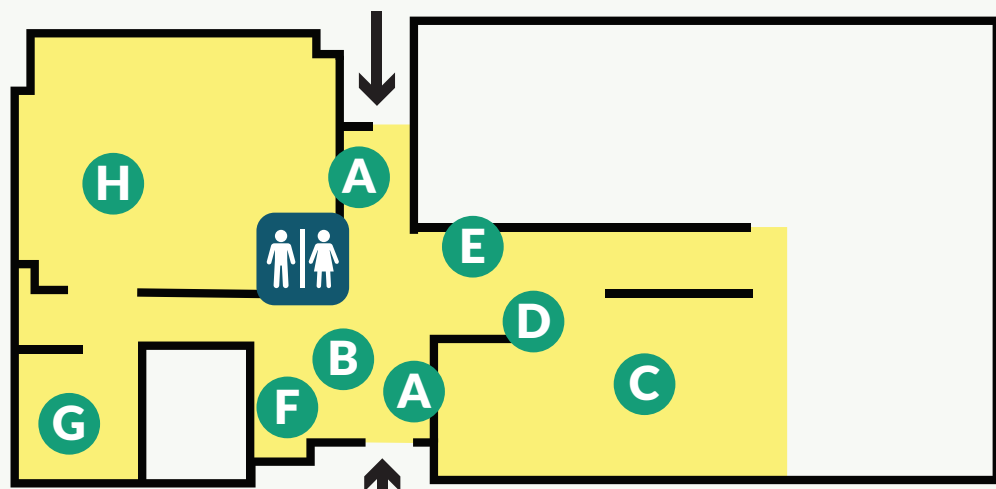
Energy Hotline
Your source for energy-efficiency information
M-F, 8 a.m. – 5 p.m.
425-783-1700

Come on inside!



- A Welcome tables**
Have a question? Stop here and let us assist you.
 - B Meet a Commissioner**
 - C Customer Service**
Customer Service experts will be available for questions and assistance.
 - D Energy Efficiency**
Speak to an Energy Efficiency pro about PUD programs and rebates. We want to help you save energy and money!
 - E Work for the PUD**
Learn about current openings and apprenticeship programs.
 - F Generation and Natural Resources**
Learn about the wonders of hydropower and how your PUD works to protect fish and our precious environment.
 - G Utility of the Future room**
Learn how the innovations of today offer empowering options for the future. Meet PUD experts from rates, resource planning, the solar team and the Connect Up program.
 - H Auditorium presentations**
 - ♦ **Pump Up the Comfort**, 11:15 a.m.-12:15 p.m. Learn the most cost-effective ways to make your home more comfortable year-round.
 - ♦ **The Home of the Future**, 12:30-1:30 p.m. Learn about solar at home and the future of residential battery storage.
- Please note, attendance is limited to the first 300 people.

ENTRY FROM CALIFORNIA STREET (TOUCH A TRUCK)



ENTRY FROM HEWITT AVENUE SIDE (EV CAR SHOW)

ENERGY BLOCK PARTY

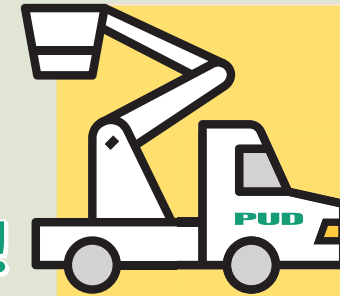


Free hats for little line workers!

While they last.*
One per child, who must be present.

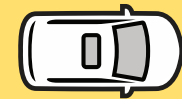
AN EARTH DAY CELEBRATION!
Saturday, April 27, 11 a.m. to 2 p.m.
PUD Electric Building Headquarters, 2320 California Street in Everett

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 on California Street will feature:
♦ Free kids' activities (see page 8)*
♦ Water Utility fun
♦ Drawings for free trees.
And MORE!



Limited parking

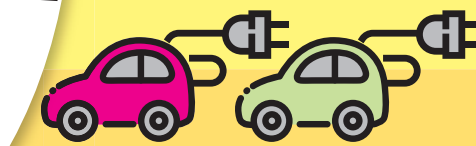
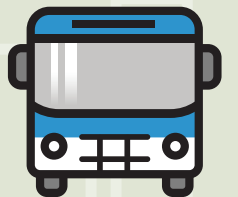
Walking, biking and transit are strongly encouraged! For parking options and a transit map, visit snopud.com/energyblockparty.



Food Trucks!

Vulpine Espresso, Baker's Dozen Mini Doughnuts, Ryan's REZ-ipes, Paparepas and Momo's Kebabs

More big vehicles! Tour a Community Transit bus.



Electric Vehicle Car Show!

Learn about EVs directly from your neighbors who own them!



Streets will be closed to vehicle traffic as shown. Please be mindful and respectful of pedestrians.
*Giveaway supplies are limited. First-come, first-served.

Reaching Those in Need

Paying a utility bill can be a challenge for some PUD customers. Missy Wilch knows that intimately.

Earlier in life, the PUD Program Manager went through a rough patch, struggling to pay bills and relying on assistance to get by. That experience informs her work now.

“Energy burden is real, I’ve experienced it,” said Missy. “I understand the need.”

In her current role, Missy spends her time working to find ways to help PUD customers in need, designing programs that are simpler and easier for customers to apply for and eventually use.

“The goal is to have less paperwork and less bureaucracy for customers to navigate to get the help they need,” said Missy.

The PUD, which offers electric and water rate discounts of 25% and 50% to income-qualified households, is developing a new online discount appli-



Missy Wilch,
PUD Program
Manager

cation that will make it easier for customers to apply for assistance and upload necessary documents. The PUD is streamlining enrollment for customers who already qualify for the county’s LIHEAP program and those eligible for free or reduced lunch under the National School Lunch Program. The goal is to eliminate redundant applications and build collaboration with partners serving shared customers in our community.

“We want to get resources directly into the hands of the folks who need them,” said Missy. “The goal is to reach as many as we can.”

Visit snopud.com/assistance for more information on the PUD’s assistance programs.

Project PRIDE

It’s easier than ever to apply for aid through the PUD’s Project PRIDE program, which provides one-time grants for families and individuals who need help paying their PUD bill. Learn more or apply online at snopud.com/projectpride.

Want to help others? You can support those in need by providing a 100% tax-deductible donation to Project PRIDE. You can also set up a monthly contribution that will be automatically included in your bill.

Register for PUD’s Run for Warmth

Sign up to run or walk at PUD’s Run for Warmth and help support your neighbors in need. Our Run for Warmth will be held on Oct. 15 in Snohomish. Use code SNO-PUD10 to save 10% on your registration and have a portion of your fee go toward Project PRIDE. Register at snopud.com/runforwarmth.



Building for Tomorrow – Yesterday & Today

As we’ve done over the past 75 years, we are working to build a safer, more dependable electrical grid. That means new technology to make the grid more responsive and new equipment to make it stronger.



Above, a PUD crew installs a streetlight in the 1960s. Right, crews work on a Connect Up base station.



Connect Up Program

Advanced meters installed through our Connect Up program will provide customers more information and new tools to better manage electric and water usage. Learn more at snopud.com/connectup.

SnoSMART Project

This infrastructure and software project will deploy smart grid devices to revolutionize system visibility and control, making the grid safer and smarter.

Community Solar

The PUD recently broke ground on its new El Sol al Alcance de tus Manos community solar project in Everett, bolstering the grid during summer heat and generating funds for the PUD’s Project PRIDE program. Visit snopud.com/el-sol to learn more.



Enter to Win!

In celebration of our 75th Anniversary, every month through Sept., PUD customers can visit snopud.com/75 to enter a drawing for a \$75 bill credit. Entries reset the first of each month, so be sure to enter monthly. All entries will remain in the October grand prize drawing for a \$750 bill credit. Congratulations to our first two winners! Joe B., Snohomish (Jan.), Angel D., Camano Island (Feb.).

Rising Costs

On April 1, the PUD instituted a 5.8% revenue adjustment. One of the main factors is rising costs associated with infrastructure and equipment the PUD uses every day to maintain a reliable grid. Check out these examples of how the PUD is experiencing rising costs. For specific increases by rate schedule: snopud.com/rates.

Increases since 2020:

- » Aluminum wire (+ 103%)
- » Fuel for vehicles (+ 46%)
- » Overhead transformers (+ 114%)
- » Padmount transformers (+ 88% on avg.)
- » Poles: wood (+ 50%), metal (+ 59%)
- » Primary underground cable (+ 69%)
- » Vehicle maintenance (+ 42%)

Source: Snohomish PUD Accounting and Transportation departments.





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Fun for Kids at the Energy Block Party!

See energy transformation in action at this year's Energy Block Party. Check out the PUD's Education team booth, where kids can build a simple circuit – with a PUD teacher – and use that circuit to color and create their very own Zap button.

We hope to see you there!

Giveaway supplies are limited. First-come, first served.



Saturday, April 27
11 a.m. to 2 p.m.
PUD's Headquarters
2320 California Street in Everett.
For more, visit
snopud.com/energyblockparty.

