

Your Utility News

Fall 2017



Manager's Corner *By David Trambie, General Manager*



David Trambie

In past articles I have discussed the many projects we have undertaken in order to provide the most reliable electrical and water services to you, our "OWNERS". I think it's time I acknowledge the men and women who show up every day to provide the services that you expect.

Our water department staff maintains over 60 miles of water main, three reservoirs, three remote pumping stations and one well field with a pumping station. They have replaced miles of outdated piping infrastructure which have helped in reducing our water losses which reduce the costs of producing

your water. They attend training classes which keeps us updated on the many changes in our industry.

Our electrical staff maintains over 350 miles of overhead and underground conductor. They too have replaced and upgraded many miles of conductor as well as extended service to our new customers. To make sure we are able to respond to emergencies, we always have staff on call. We also have three dedicated office staff that provides the type of service that I am very proud of. I believe they are courteous, respectful and genuinely care about providing "YOU" the type of service you expect and deserve.

Together, we have over 160 years of service to Wahkiakum PUD which provides a vast amount of knowledge of our systems and how they function. Whether it's helping a customer sign up for new service or taking an outage call in the middle of the night, "YOUR" employees have the experience and knowledge to tackle the job.

Wahkiakum PUD
PO Box 248, 45 River Street
Cathlamet, WA 98612
360-795-3266 or 360-465-2171

From Your Commissioners



In part, your PUD's Mission Statement is to provide reliable service. When it comes to reliable electricity, the substation is the critical path to take the 115,000 volts that BPA delivers to us and transform it down to a lower voltage that we can distribute and deliver to you. The transformers in the substation are the most expensive and sensitive link in this chain.

Reliability in this link is achieved by redundancy. Some years ago we acquired back-up transformers for both of our substations and they are standing by at both locations but there is the down time needed to swap them out.

For that reason, and others, we have built an additional substation at Cathlamet both to handle increased load and increase reliability. In a pinch, either substation can handle the total load without interruption for routine service or emergency.

I am also happy to report that just recently we have completed an intertie with Pacific County's Naselle substation and our Grays River substation. This will allow us to service or replace components of our substation with no interruption of service to our West End customers.

Thankful and proud to be in your service,
Robert L. Jungers, Commissioner

Your Commissioners'

Meeting Schedule:

8:30am 1st & 3rd Tuesday of each month at 45 River St., Cathlamet

In an effort to reduce energy consumption and prevent severe burns and pursuant to chapter 19.27 RCW, Wahkiakum PUD recommends:



- ◆ Water heaters be set no higher than 120° Fahrenheit (or the minimum setting if the thermostat cannot be set as low as 120°)
- ◆ Thermostats of an individual water heater furnished in a residential unit leased or rented in Washington State to new tenants shall be set no higher than 120° Fahrenheit (or the minimum setting if the thermostat cannot be set as low as 120°)

WORD CHALLENGE!

Can you find the following words in our word search?

O	B	J	U	N	G	E	R	S	T	F	K	J
C	O	M	M	I	S	S	I	O	N	E	R	S
D	C	A	P	X	S	W	O	D	N	I	W	T
X	O	O	C	N	U	A	T	I	U	C	A	E
I	N	S	U	L	A	T	I	O	N	T	H	R
C	S	M	W	T	B	E	W	X	S	E	E	U
S	E	T	A	B	E	R	T	O	A	S	G	D
S	R	Y	D	Q	T	V	M	L	O	T	E	P
L	V	L	Z	P	Y	R	Y	U	U	T	O	Z
M	E	A	D	I	E	R	R	O	Y	X	E	N
D	O	R	Q	H	L	C	W	M	D	Y	O	S
W	E	A	T	H	E	R	S	T	R	I	P	P
W	U	Y	G	R	E	N	E	J	W	F	S	W

- WATER
- CONSERVE
- THERMOSTAT
- INSULATION
- WINDOWS
- COMMISSIONERS
- JUNGERS
- RESOURCE
- ENERGY
- LED
- WEATHERSTRIP
- REBATES
- REID
- HEALY

**“Frequently Asked”
Corner**

Q. Are There Any Programs To Assist Me With My Energy Bills?

Yes! Wahkiakum PUD offers several energy efficiency rebates to help you lower your energy use; we also partner with Lower Columbia CAP and Wahkiakum Health & Human Services to administer several programs to help those in need of assistance pay their energy bills.

*To learn about these and other resources, visit the **Rebates and Links** pages at www.wahkiakumpud.org*

LIHEAP (Low-income Home Energy Assistance Program) is a federally funded program administered by Lower Columbia CAP that assists low-income households in making home heating more affordable and maintain a warm, safe, and healthy environment for their families. Contact CAP directly by calling 1-800-383-2101 or visit www.lowercolumbiacap.org to learn more.

Community Outreach is a local service administered by Wahkiakum Health & Human Services. The funds for this program come from community donations, REAP (Wahkiakum PUD’s Residential Energy Assistance Program) and a variety of other resources to provide qualifying Wahkiakum County residents with assistance. Contact Community Outreach directly by calling 360-795-8630 or 1-800-635-5989 and select option #4 to speak to the outreach coordinator.

Wahkiakum Senior and Disabled Citizen Program is a Wahkiakum PUD program administered by Wahkiakum Health & Human Services. This program gives income qualified residential PUD customers either a 10%, 15% or 20% discount on their monthly electric rates. Contact Community Outreach directly by calling 360-795-8630 or 1-800-635-5989 and select option #4 to speak to the outreach coordinator.



REAP is making a difference for local families in Wahkiakum County! All Residential Energy Assistance Program (REAP) donations remain in Wahkiakum County to help local families in need. *Donations can be made in the office, by phone and at www.wahkiakumpud.org.*



Fall Is the Time to Prepare for Winter Conditions

Electrical outages or water line breaks can occur from a variety of conditions – harsh weather, heavy winds, ice forming on the lines, freezing temperatures or even floods. Knowing a few tips ahead of time is a great way to prepare for a variety of potential emergencies.

Preparing before the outage:

- Know the location and how to shut off electrical circuit breakers in your home
- Insulate your water pipes and outside faucets to protect from freezing
- Locate and keep clear access to the emergency shut off valve for your water
- Find out ahead of time how to manually override an electric garage door
- Have a standard phone (cordless phones do not work without power) or cell phone ready
- Install surge protectors on appliances and electronic devices
- Have an emergency kit of water, food, medical supplies, flashlights and batteries on hand
- Have alternate power supply available if you rely on life support equipment

If an outage does occur:

- Check your circuit breakers to rule out problems with electricity inside your home
- Leave one light switch on so you'll know when electricity has been restored
- Turn off appliances and electronics you were using when the power went out
- Unplug all sensitive electronics to protect from surges
- Shut off water emergency shut off valve to minimize water loss until repairs are made
- Call Wahkiakum PUD to report the outage at 360-795-3266 or 360-465-2171, or
- Afterhours call Wahkiakum County Sheriff's Office at 360-795-3242 or 360-465-2202

Our crews work hard to restore utility services as quickly as possible, but if outages do occur, these simple steps may help us all be prepared.



Our Website

www.wahkiakumpud.org

Our Office

We are located at 45 River Street in Cathlamet. For your convenience, there is a payment drop box for after hours payments available in our parking lot.

Office Hours

Monday—Friday
8:00—4:30 PM (we are closed for lunch 12:00—12:30 PM)

By Phone

360-795-3266 or 360-465-2171

Payment Options

We accept Visa, MasterCard, Discover, check, e-check, cash and money orders in our office. We also accept payments by phone, in our Payment Drop Box in our parking lot and at www.wahkiakumpud.org.



Holiday

Office Closures

Wahkiakum PUD will be closed to recognize the following holidays:



- New Years Day**
- Martin Luther King's Birthday**
- President's Day**
- Memorial Day**
- Fourth of July**
- Labor Day**
- Veteran's Day**
- Thanksgiving Day**
- Friday after Thanksgiving**
- Christmas Day**

Reporting an Outage



During normal business hours, call 360-795-3266 or 360-465-2171. For After Hours Outages call Wahkiakum Co Sheriff's Office at 360-795-3212 or 360-465-2202