

Your Utility News

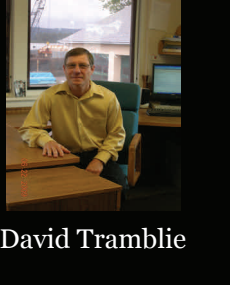


PO Box 248, 45 River St.
Cathlamet, WA 98612
360-795-3266; 360-465-2171
www.wahkiakumpud.org

Spring 2016



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



David Trambie

Wahkiakum PUD has an extensive list of projects scheduled for 2016 that will help to address important maintenance and system improvements for our customers on both Puget Island and Western Wahkiakum water systems as well as our customers served by the Grays River Substation.

Through a collaboration with Pacific County PUD, our utility plans to build an electrical interconnection system that will connect Wahkiakum PUD with Pacific PUD. This project will provide our electric crew the flexibility to de-energize our transformer and perform some much needed maintenance while we continue to safely serve the needs of our electrical customers without required power outages. Meanwhile, our water crew has been working hard to replace aged service lines on Puget Island and will continue to work on installing by-pass meters on the Western Wahkiakum Water System as a method of effective leak detection. This strategy allows us to regularly monitor normal usage and alert our crew to unusual patterns of consumption which can be a red flag for potential water leaks in the system.

These efforts have already paid off in the form of greatly reduced water losses and will ensure our electric and water customers receive the most reliable electric and water services available.

From Your Commissioners



AMR COMING TO WAHAKIAKUM

For some time your PUD operations folks have been planning for and evaluating products to move into the Automatic Meter Reading (AMR) world. Technology and price improvements have now made this project practical.

The meters selected are the AMR type from Itron Inc., headquartered in Liberty Lake, WA. AMR technology enables our utility to automatically collect consumption readings from water meters or electric meters and transfers that data to our office for billing. These meters will communicate with the collection device via a radio signal.

Wahkiakum PUD currently has 2459 active electric and 862 active water meters and we spend twelve days per month manually reading them. It is anticipated that when the replacements are complete, these readings will be able to be completed in approximately two days.

Wahkiakum PUD systematically replaces aged meters throughout our service area. As the meters age and require replacing, we will now use the AMR meters. Our initial order of 240 electric and 47 water meters will be placed in strategic locations right away.

Commissioner Gene Healy

Your Commissioners'

Meeting Schedule:

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

The Budget Pay Plan is a Great Option For Customers to Average Out Monthly Billings

Each spring Wahkiakum PUD offers customers an opportunity to sign up for the Budget Payment Plan. The Plan is an equal monthly payment program. A new payment amount is calculated each May and ends in April when customers bring their account balance back to zero.

Here's how the program works:

- ◇ Account holders must reside at the current residence at least 12 months by April
- ◇ The Budget Payment amount is a monthly average of your prior billing history
- ◇ The first Budget Payment billing is on May's account statement
- ◇ Customers automatically continue on the Plan every May with new Budget amounts calculated and may request to be removed from the Plan any time

The Budget Payment Plan is a leveled payment plan; it is not a discounted rate program. Customers should monitor the actual account balance printed on each monthly statement.

Customers who are interested in the Budget Payment Plan should contact us by April 30th to sign up. Give the office a call at **360-795-3266** or **360-465-2171** or visit our website at www.wahkiakumpud.org to sign up today!

FOR YOUR CONVENIENCE, we accept

Visa, MasterCard, Discover & Electronic Check.



Did you know Wahkiakum PUD offers income eligible **Disabled** or **Senior Citizen Discounts** on residential electric rates?



To apply call Wahkiakum Co Health & Human Services at 360-795-8630 or 800-635-5989 option 2 to speak to the Community Outreach Coordinator.

NEW! Online Account Access went live November 3, 2015!



Wahkiakum PUD's NEW online Account Access now offers our customers better options to manage utility accounts including viewing multiple accounts with just one username and password, viewing service consumption in chart or graph form and more!

As of November 3, 2015, all customers who have used Wahkiakum PUD's online Account Access in the past will need to re-register for access to our new site. By registering for our NEW online Account Access, customers can sign up for our Budget Pay program, see available energy efficiency rebates, learn about REAP and our senior/disabled discount programs, send maintenance requests to repair security lights, update phone numbers, mailing address and more.

In order to maintain high security standards for our customers, the following is a list of supported browsers: Internet Explorer Version 9 or greater; Edge Version 12 or greater; Safari Version 6.1 or greater; Chrome Version 40.0 or greater; Firefox Version 35 or greater. Customers with older browsers will need to update their browser to ensure they can successfully make payments online.

Detailed instructions are available at www.wahkiakumpud.org. Contact the PUD at 360-795-3266 or 360-465-2171 during normal business hours for assistance.

We care about your privacy!

Do you use a friend, family member or property manager to assist you with your utility account? Your privacy is very important to us so we follow the following practices when managing your utility account(s):

- We will not discuss your account with anyone unless you give permission to do so
- We do not share your contact information with third parties for marketing purposes
- We use industry-standard encryption technologies on our website server

If you wish to give Wahkiakum PUD permission to discuss your account with someone else, be sure to give our office a call so we can assist them in managing your account.

Steps You Can Take to be Prepared for Emergencies



Electrical outages or water line breaks can occur from a variety of conditions – harsh weather, wind, freezing temperatures or even floods. Knowing these tips ahead of time will help prepare for a variety of potential emergencies.



Preparing before the outage:

- Know where and how to shut off electrical circuit breakers in your home
- Insulate your water pipes and outside faucets to protect from freezing
- Be aware of the location of your shut off valve for your water
- Learn how to manually override an electric garage door
- Have a standard (not cordless) phone or cell phone ready
- Install surge protectors on appliances and electronic devices
- Locate your flashlights and have plenty of batteries on hand
- Have alternate power supply available if you rely on life support equipment

If an outage occurs:

- If there's an electric outage, check your circuit breakers first
- Leave one light switch on so you'll know when electricity has been restored
- Turn off appliances (like stoves) or electronics

Report an outage:

- During business hours 360-795-3266 or 360-465-2171
- After hours call Wahkiakum Co Sheriff's Office 360-795-3312 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.



Payment Options

Wahkiakum PUD offers the following payment options: checks, cash, money orders, debit and credit cards. Payment locations:

On The Web

www.wahkiakumpud.org

Cathlamet Office

Monday—Friday

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

Night Drop

PUD parking lot drop box

Other Payment Options



Make payments over the phone or set up automatic monthly payments. Call customer Service: 360-795-3266 Toll free west-end: 360-465-2171

After Hours Outages

Call Wahkiakum Co Sheriff's at 360-795-3312 or 360-465-2202

Holiday Office Closures



Wahkiakum PUD will be closed to recognize the following holidays:

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

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.