

# Your Utility News

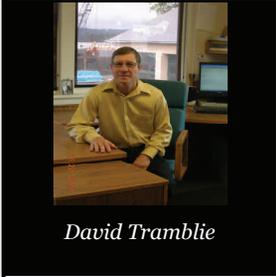
WAHIAKUM PUD

Spring 2018

PO Box 248, 45 River St.  
Cathlamet, WA 98612  
360-795-3266; 360-465-2171  
[www.wahkiakumpud.org](http://www.wahkiakumpud.org)



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



David Trambie

I'm pleased to report that Wahkiakum PUD completed construction of the electrical inter-tie with Pacific PUD. This vital inter-tie collaboration was step one of a multi-year project to upgrade our Grays River substation that serves all of our electrical customers who live west of KM Mountain. Step two is slated for 2018 to prepare the engineering construction drawings to rebuild the substation and the actual construction is the final step, planned for the summer of 2019. While we reconstruct the substation over the summer of 2019 our inter-tie collaboration with Pacific PUD will enable us to conduct these necessary improvements without interruption of service.

In the meantime, we will be conducting some necessary improvements to our computer hardware and software at the Grays River well site to ensure continued reliability of this critical water resource. After completion of these projects, we will have doubled our electrical load capacity for our electrical customers in and around Grays River, Rosburg, Deep River and the surrounding areas, increased our ability to continue 24 hour monitoring of our Grays River well site and most importantly, increased our reliability for those that rely on our electric and water services.

## The Budget Pay Plan Averages Out Monthly Billings

Each spring Wahkiakum PUD offers customers an opportunity to sign up for the Budget Payment Plan, an equal monthly payment program based on a monthly average of the prior twelve month billing history. The Budget Payment Plan is a leveled payment plan, not a discounted rate program. Customers should monitor the actual account balance printed on each monthly statement.

### Here's how the program works:

- ◇ Account holders must reside at the current location at least 12 months by April
- ◇ The first Budget Pay billing is on May's account statement
- ◇ The last Budget Pay billing is on April's statement when you must pay your account back to zero
- ◇ A new Budget Pay amount is recalculated automatically every May thereafter
- ◇ Customers may request to be removed from the Plan any time

**Current Budget Pay customers:** your new payment amount will be automatically calculated each May. If you use your bank's Bill Payer service to pay your monthly statements be sure to adjust your bill payer amount once you receive your May statement.

### Interested in enrolling in the Budget Payment Plan?

Give the office a call at 360-795-3266 or 360-465-2171 or visit our website at [www.wahkiakumpud.org](http://www.wahkiakumpud.org). Sign up by April 30<sup>th</sup>.

## From Your Commissioner Gene Healy



Your Wahkiakum PUD invests in a lot of physical assets including buildings, trucks, equipment, computers, etc. All necessary to do the work of the utility. But by far the most valuable of our assets is our human assets, our employees. In addition to our General Manager and Auditor, the utility has nine full time dedicated employees who address all the functions of the enterprise.

Two of these employees are the office crew. They are the face of the utility to most of us, preparing our bills, receiving our payments, processing new or changing service. They also advise us on available efficiency programs and other cost saving issues.

Four of these employees form our electrical crew. They are all journeyman linemen. This group is responsible for the construction and repair of our electrical grid throughout the county. They do both demand and preventative maintenance. Besides working aloft and on the ground on electrical circuits, they are all proficient in the operation of our various pieces of heavy equipment.

Three of these employees form our water crew. They are responsible for the construction and maintenance of our water systems. They also do both demand and preventive maintenance, perform water quality and pressure evaluations, manage the wells, pumping maintenance and chemical administration. Water loss management is an important part of their job. They are also all proficient in the operation of our various pieces of heavy equipment. Much of our meter reading is accomplished by this group.

These nine employees have accumulated over 124 years of experience with the Wahkiakum PUD. In collaboration together, our employees, management and your commissioners strive to provide you reliable electric and water service throughout Wahkiakum County.

### FOR YOUR CONVENIENCE, we accept

Visa, MasterCard, Discover & Electronic Check.



### Your Commissioners' Meeting Schedule:

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

**“Frequently Asked”  
Corner**

**There are underground facilities in my yard, but they were not located. Why?**

Call 811 from anywhere in the country at least 3 business days prior to digging and your call will automatically be routed to your local one call center. You'll give the operator information about how to contact you, where you are planning to dig and what type of work you will be doing. Your quick conversation with the operator will last a few minutes. Utility companies who have potential facilities in the area of your dig site will be notified about your intent to dig and each affected utility company will send a locator to mark the approximate location of your underground utility lines. After you have waited the required amount of time for affected utility operators to respond to your request and you have confirmed that all affected utility operators have responded to your request and marked underground utilities, there are numerous reasons why the lines might not appear to be located.

First, if you were specific on the locate request about where the excavation work was to take place, there may not be facilities in that precise location. Also, the PUD only marks the lines *we own and maintain (commonly only up to the meter)*. Private lines are not marked. Examples of private lines are the water line from the water meter to your house or an electric line that runs from your house to a detached garage. Private lines can be located by hiring a contractor.

When you call 811, the operator will be able to answer your questions. If you'd like any additional details, want to know the timeframe in which you can expect buried lines on your dig site to be marked or would like information about how or whether you will be notified when the marks are complete, the 811 operator can talk you through the process. Call 811 or visit [www.callbeforeyoudig.org](http://www.callbeforeyoudig.org).



**Know what's below.  
Call before you dig.**

# WAHIAKUM PUD

## Payment Options

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

### On The Web

[www.wahkiakumpud.org](http://www.wahkiakumpud.org)

### Cathlamet Office

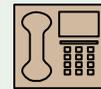
Monday—Friday

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](http://www.wahkiakumpud.org).



Artwork courtesy of our friends at Klickitat PUD

## The PUD is Asking For Your Help

As spring approaches and many of us start heading outside, here are some tips to ensure our equipment remains unobstructed and easily accessible so your power and water are available when you need it:

**Shrubs:** Keep plants trimmed back away from utility equipment. When bushes or shrubs grow they obstruct the view or signal of the meter and makes locating our equipment difficult during storms and emergencies.

**Fencing:** If putting up a fence, plan ahead by calling 811 before digging and provide the PUD office a padlock key or gate code to ensure the utility has access to our equipment and meters.

**Utility Poles:** Planning a garage sale, activity or selling your car? We wish you the best, but ask you not to post signs advertising your event on Wahkiakum PUD power poles. Working on power poles can be a dangerous job. To ensure reliable service, line crews must climb poles in all kinds of weather, day and night.

**Meters:** The majority of our electric and water meters are now being read electronically but we still require unobstructed access to all of our metering equipment.