

CONNECT

AUGUST 2019

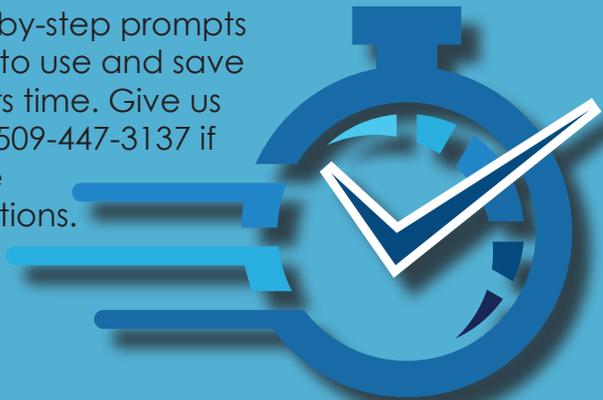
Payment Kiosk Coming Soon to Box Canyon Dam

Customers will soon be able to use the self-serve payment kiosk located at Box Canyon to pay their bill. The new kiosk will be located next to the entry way and provides easy access any time or day.

The kiosk will accept and apply cash, standard size checks, and major credit/debit card payments in real-time with ZERO fees. Customers that pay with cash will not be issued change. However, any change will be applied as credit to their next bill.

To use the kiosk, customers need their account number or barcode located on their PUD bill. At any time, a customer can use the kiosk to print a "FastPass" which provides a personal barcode for future use at the kiosk.

The step-by-step prompts are easy to use and save customers time. Give us a call at 509-447-3137 if you have any questions.



Save Time With SmartHub

SmartHub is a FREE tool accessible by the web or phone app. With SmartHub the power of data and time is in your hands.

- ~ Enroll in AutoPay
- ~ Keep your account information current
- ~ Update notification preferences
- ~ Schedule payments
- ~ Join Operation Round-Up
- ~ Go paperless
- ~ View your monthly newsletter online, anytime, anywhere
- ~ Monitor your electric usage

Visit popud.org today and learn more!



Calling Shutterbugs!

Photos Needed for 2020 PUD Calendar



Do you have a photo taken in Pend Oreille County you believe is outstanding? The PUD will once again be featuring photos of scenery, recreation and wildlife taken in our beautiful county for the 2020 calendar and is inviting the public to submit photos. Photos in electronic format are the most desirable. Entries must be submitted before September. Email your photos to ktornow@popud.org.

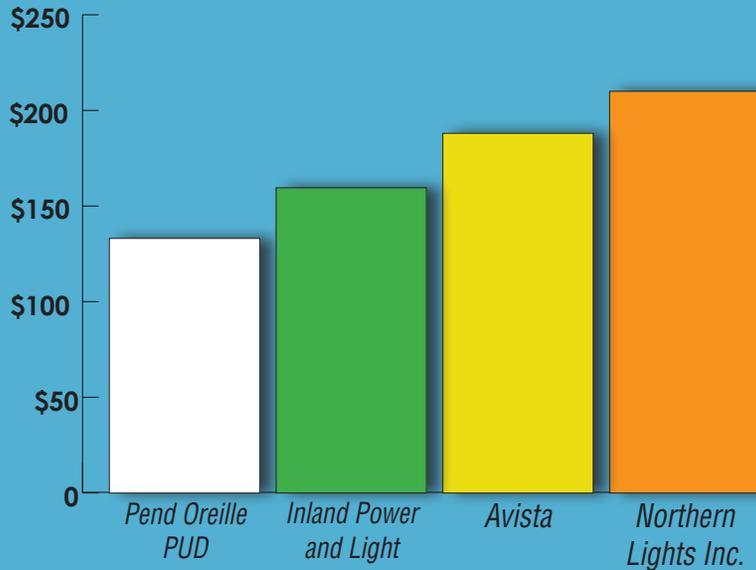
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We have some of the lowest electrical rates in the region

Residential Monthly Electric Bill

based on 2,000 kilowatt hours per month



**Estimates for comparison only.*

**Totals can vary based on days in the month and kwh usage.*

**Rates updated and effective 7/8/19.*

Money Saving Tip of the Month

Dry your towels and heavier cottons separately from lighter-weight clothing. You will spend less time running the dryer for the lighter-weight items and save energy.

Understanding Power Restoration

Summer Winds Knock Out Your Power?
Does Your Neighbor Have Power And You Don't?

Restoring power after an outage is a complex job. It involves more than simply flipping on a switch or removing a tree from a line. At the PUD, our goal is to restore power safely to the greatest number of people in the shortest time possible. Sometimes, that results in one neighbor's power being restored before another.

First, we work on our transmission lines that supply power to one or more substations. Without these lines being energized, power cannot be restored to customers. Since thousands of people can be served by one transmission line, any damage to these lines is a priority.

Each substation serves hundreds of customers. During a major outage, distribution substations are often affected. Once a problem can be corrected at the substation, power may not be restored to a large number of customers. However, depending on the usage conditions, restoring power to a substation may not bring power back for everyone in the area.

If the problem is not at the substation, main distribution lines are checked. These lines carry electricity from the substations to a group of customers, such as a neighborhood. When power is restored at this state all customers served by this line could see the lights come on as long as there is no problem farther down the line. During this stage of restoring power, hospitals, law enforcement, first responders and schools are priorities.

Secondary distribution lines carry power from the main lines to utility poles or underground transformers. Line crews fix these remaining outages based on restoring service to the greatest number of customers at a time. This is a very tedious process.

Sometimes damage will occur on the service or "tap" line between your house and the transformers on the nearby pole. This can explain why you have no power and your neighbor does. If this is the case you must report the outage to the PUD so a line crew can come repair it.

Another Clean Audit for PUD

The PUD received another clean audit from the State Auditor's Office and Moss Adams, LLP.

The audit reviewed financial statements and reporting for the PUD's electric, generating, water and broadband systems and covered local government performance that evaluates efficiency and effectiveness.



TALK TO US!

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