

C N N E E C T

JANUARY 2021

Keeping your electric meter and vents clear of snow & ice

It's that time of year ~ we ask that you please check your electric meter and appliance and heating system vents for your own safety. Heavy snow or falling icicles can cause damage to your electric meter or block your furnace intake and exhaust vents, putting you in danger. Keeping vents clear prevents build-up of carbon monoxide inside homes and buildings. Additionally, in the event of an emergency, PUD personnel may need access to your electric meter. By keeping your meter clear, you're keeping yourself and your community safe.



- Be aware of your homes' venting and meter locations when using a snow thrower or plow.
- Never shovel snow against or on top of your meter or vents.
- Use a broom or your hands to remove snow and ice from meters and vents rather than a shovel. Never use salt or ice-melting chemicals.
- Protect venting and your meter from melting ice dripping from overhead.
- Keep your meter visible, accessible, and clear of obstacles.
- This is also a good time of year to check the batteries in your carbon monoxide and smoke detectors.

Here's to a bright New Year and a fond farewell to the old; here's to the things that are yet to come, and to the memories that we hold....

H₄ A₁ P₃ P₃ Y₄

N₁ E₁ W₄

Y₄ E₁ A₁ R₁

*~ Pend Oreille Public
Utility District ~*

GENERATOR SAFETY

USE BACKUP POWER SAFELY

When used properly, portable and standby generators are a great option to provide backup power during brownouts or blackouts.

Learn how to use generators safely with the following tips:

GENERATORS

Location



Always keep generators at least **20 feet** away from your home



Never operate a generator in an **enclosed space**



Make sure the generator has **3-4 feet** of clear space above and on all sides for proper ventilation



Keep generators **away** from doors, windows, and vents



Always **direct exhaust away** from your home

Use



Always use **grounded cords** and inspect cords for damage prior to use



Use the **proper cord** for the wattage being used



Always use **GFCI protection**



Make sure to start / stop generators when **no electrical loads** are connected



Keep generators dry, **do not operate when wet**, and refuel when cool



Do not overload generators



Do not plug a generator directly into your home, connect items being powered **directly to the generator**

TRANSFER SWITCHES



Transfer switches, whether manual or automatic, allow you to choose between **utility power** or **backup generator power**



Transfer switches are the only way to **safely power** your home's electrical system



Using a transfer switch **prevents backfeeding**. This occurs when your generator becomes a power source for the **surrounding area** and can damage your home, your neighbor's homes, and injure workers trying to restore power

CARBON MONOXIDE (CO) POISONING PREVENTION



Improper use and installation of generators could **cause CO poisoning**



CO can kill in as little as **5 minutes**

Symptoms of CO poisoning



Dizziness Headaches Nausea Tiredness



If you experience CO poisoning symptoms, **get fresh air, do not reenter areas, and call 911.**



Make sure your home has **carbon monoxide alarms** outside each sleeping area and on every level of the home

Please share this free resource to save lives



www.facebook.com/ESFI.org



www.twitter.com/ESFIdotorg



www.youtube.com/ESFIdotorg

Scams are becoming more common these days and they're everywhere. Scammers are tricky, polished, and pretty convincing. We learned recently that numerous PUD customers received calls from telephone scammers that are targeting our service territory. That's why we want you to have information to help make sure you don't become a victim of common scams.

Telephone Scams: A caller identifies themselves as being with the PUD, warning customers that that there is a problem with their account or a new meter needs installed, and an immediate payment is needed. The caller uses high pressure tactics to tell you your power will be disconnected immediately if a payment is not made. You may be directed to transfer funds electronically, sometimes through money wiring systems or pre-paid cards.

You may be asked by a scammer to make a same-day payment at a retail location to avoid disconnection. Spoofing technology might even show that the call is coming from the PUD when the call is actually from a scammer, so be alert to aggressive tactics.

Door-to-Door Scams: Be alert to anyone who shows up at your home and uses high pressure tactics to demand immediate payment to avoid having your service disconnected. Scammers can try to appear legitimate by carry-

ing a walkie-talkie and wearing a hard hat and neon vest. PUD employees, however, all carry a PUD photo ID badge.

If you suspect anything, always ask to see the person's PUD badge. You can also call us to verify that person's identity. In most cases, scammers will quickly depart if you tell them you're going to do so. If you do not have a scheduled appointment with us, or you doubt the identification of the person, do not let them into your home.

Email Scams: Scammers can easily lift our logo from online and create emails that look like they are from the PUD, so if you do not recognize the sender's email address, take the following precautions: Never open an unfamiliar email as it may include malicious links that go to a compromised website hosting malware, do not respond to the request or provide any personal information, and never click on any links or open any attachments.

It's wise to be cautious, scams of all kinds target utility customers all over the country and are typically more active around holidays. If you are ever suspicious about any call or communication, feel free to check in with us at (509) 447-3137. Our Customer Service Representatives are available to verify if the contact is actually coming from the PUD.

CONNECT WITH US!

Main Line: 509.447.3137
North County: 509.446.3137
South County: 509.242.3137
TDD: 800.833.6388

Commissioners:

Curt Knapp: cknapp@popud.org 509.671.1111
Ric Larson: rl Larson@popud.org 509.442.3777
Joe Onley: jonley@popud.org 509.671.1312
Website: www.popud.org

