



CONNNECT

AUGUST 2021



Utility Poles Reminders

Please keep our utility poles clear. Don't post signs on power poles – it may seem innocent enough, but putting signs, advertisements, balloons or other items on poles is extremely dangerous to both you and our utility workers. Not only is it a serious safety hazard, but it's also illegal. We appreciate your help in keeping utility poles clear and our workers safe.

The Wood Pole Test & Treat Program is gearing up to begin again. The program tests for pole integrity and inspects equipment so that the PUD can appropriately maintain the system and provide reliable service. You'll likely see a PUD contract crew performing power pole test and treatment services between Newport & Lone starting this August and throughout the fall. The contractor crew has PUD signage on their vehicle, wears safety vests and hard hats, and carries identification. You may also see them driving an ATV. If the contractor is accessing private property to inspect PUD equipment, they will first knock on the door to identify themselves. The pole test and treat process involves the contractor drilling a hole in the pole, testing it, installing a metal tag and taking pictures for inventory purposes. If you have questions regarding this program or the work taking place, please contact us.

What is a kilowatt-hour (kWh) of electricity?

In order to understand what a kilowatt-hour is, we first need to explain a kW vs. kWh:

- A kilowatt (kW) is 1,000 watts of power (a watt is a unit of power that measures how many joules (units of energy) an appliance uses per second).
- A kilowatt-hour (kWh) is the amount of energy an appliance consumes on an hourly basis.

Your kilowatt-hour consumption factors in how many watts your appliances use and how often you use them.

So what can you do with 1 kWh of Electricity?

- Watch your favorite shows for 33 hours and 20 minutes on a 30-watt LED TV.
- Make 30 bags of popcorn in 1 hour with a 1,000-watt microwave oven.
- Run a 1,500-watt dishwasher for 40 minutes.
- Enjoy cool air for 12 minutes with a 5,000-watt air conditioner.

When you add up all the appliances that consume electricity in your home, the average residential customer consumes 877 kWh per month.



1,000 Kilowatt hours (kWh)
= 1 Megawatt hour (MWh)
= Powers approx. 330 homes for 1 hour

CONNECT

Looking for Energy Assistance options? The PUD and its partners proudly offer several energy assistance programs. The PUD has awarded over \$25,000 and helped over 100 customers with their energy bills over the last year. This is a great way for eligible customers to get a jump-start on reducing past due amounts owed on their utility bills. The below outlines available assistance:

PUD's Neighbors in Need (NIN) Program - the PUD's NIN Program is funded by the PUD and its customers. Qualifying customers could receive up to \$250 to help with past-due balances. To see if you qualify for a NIN grant, please contact the PUD's Customer Service Team at 509-447-3137.

Rural Resources - to see if you qualify for a grant through the Low-Income Home Energy Assistance Program (LIHEAP) or other assistance programs, call or visit a Rural Resource office at:

- 509-447-9997 – 333211 HWY 20 #200, Newport, WA
- 509-442-3222 – 205 Houghton St, Ione, WA
- www.ruralresources.org

DSHS - Funding may be available through DSHS for disaster cash assistance, call or visit: 509-447-6214 – 1600 W 1st St, Newport, WA www.dshs.wa.gov

Family Crisis/Crime Victim Services: 509-447-2274 – 703 W 1st St, Newport.

Pend Oreille County Veteran's Assistance Program: Please call Marianne Nichols at (509) 447-6474. Requirements: resident of Pend Oreille County, registered to vote, Veteran or widow of a Veteran, honorably discharged (need DD-214 discharge papers).

For more Energy Assistance Information visit: <https://popud.org/top-links/community-and-resources/community-supportassistance/>

Remember to submit your photos to communications@popud.org for entry into the PUD's 2022 Calendar by the end of the month. Thank you!



Billing Information & Timeline

The Governor's disconnection moratorium is anticipated to expire September 30, 2021. Once this expires, we will be resuming disconnection of service due to non-payment. The below outlines helpful information about our billing process.

- Utility bills are processed on the last business day of each month with payment due on the 20th every month.
- Late fees (1.5% of past-due balances) are assessed on the 25th each month.
- If there is a past-due balance, reminder notices via a friendly automated call and/or email reminding customers that payment is overdue goes out on the 25th each month.
- If past-due amounts remain the following month, they will be reflected on the next bill with a notation in the account message block stating the account is subject to disconnection if not paid by the noted date. No additional past due or final notice will be sent prior to disconnection, although, we do typically try to issue an automated call.
- When a customer is disconnected for non-payment, the full past due balance is required to restore service. A reconnection fee of \$200 will also be assessed and a deposit may be required.
- Payment arrangements can be made by calling our Customer Service Team. A payment arrangement will allow you to make a down payment towards the amount you owe, and then make monthly payments at the same time as your regular bill payments in order to pay off the past due balance. We typically spread the past due amount over three months, but we are willing to consider your specific situation and circumstances to find a plan that works for you. This is an affordable way for customers to get back on track with their utility bills.

We want to hear from you, please call us at 509-447-3137 if you have a past-due account or need to update your contact information.

CONNECT WITH US!

Main Line: 509.447.3137 • North County: 509.446.3137
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