

Hotline

Winter Energy Saving Tips

Keep the cold out and the heat in with these DIY home improvements

Winter is already here, but that doesn't mean it's too late to make energy efficiency improvements to your home.

Here are some tips to get you started on energy savings.

- Find and eliminate drafts around your home. Drafts or air leaks can occur around windows, fireplaces and even electrical outlets, making your house feel several degrees colder and driving up your heating costs.
- Seal and caulk around windows and doors.
- Install weather stripping and door sweeps - this will help keep the heat in and the cold air out.



- Lower your thermostat to the lowest comfortable setting.
- Install window treatments, such as curtains or blinds, and keep them closed. This adds insulation to the windows, reducing heat loss.
- Close fireplace dampers when not in use and close crawlspace vents.
- Install low flow shower heads to limit the amount of hot water used.
- Fix any leaky faucets in the house.
- Set your hot water heater temperature to a maximum of 120 degrees Fahrenheit to reduce excessive and costly water heating and to avoid scalding.



Ask the whole family to help save energy. Here's some ideas:

- Take shorter showers to limit the amount of hot water used.
- Wash clothes in cold water and try to only wash full loads.
- Keep your dryer's lint filter clean to improve circulation and decrease running time.
- When not in use - turn off lights, TV's and other appliances.
- Avoid going in and out of the house frequently. Each time the door is opened, warm air escapes.
- When you're feeling chilly - don't turn up the thermostat, instead put on another layer of clothing or grab a blanket.

Visit your local home improvement store for supplies. If you are experiencing higher than normal energy use in your home, please reach out to our Energy Services Department. Our energy experts can analyze your usage history to make recommendations, or come out to your home for a full energy audit.

We're here to help!

Franklin PUD Energy Services Department
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1411 W Clark Street, Pasco, WA
509-546-5967
energyservices@franklinpud.com

Upgrades Needed at Franklin Substation

Work to be completed in 2020 and 2021

In order to provide safe, reliable power to our customers whenever they need it - we have to maintain the equipment within our electric system. At the September 24, 2019 Commission meeting, Franklin PUD staff presented an overview of improvements needed at Franklin substation.

Franklin substation is located near the Port of Pasco Industrial Park on Commercial Avenue and was originally built in 1948. It's undergone improvements over the years with the latest in 2015.

To make updates at Franklin substation without interrupting power, the work has to be done in phases - this also helps spread costs over multiple years. In 2008, equipment improvements were made and a new control building was installed. In 2015, a power transformer was replaced. The next phase of the project is to update aging equipment and replace another power transformer.



The estimated total project cost for material, labor, and professional engineering services to rebuild Franklin substation is approximately \$4.9 million. In 2019 the design phase began and is set to be completed in 2020. Construction is to take place late 2020 and through 2021.

The investment in maintaining our system is crucial, not only to provide reliable electric service to our customers, but to maintain the safety and security of our system and the communities we serve.



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Working for You

Commissioners:

Bill Gordon, *President*
Stu Nelson, *Vice President*
Roger Wright, *Secretary*

General Manager:

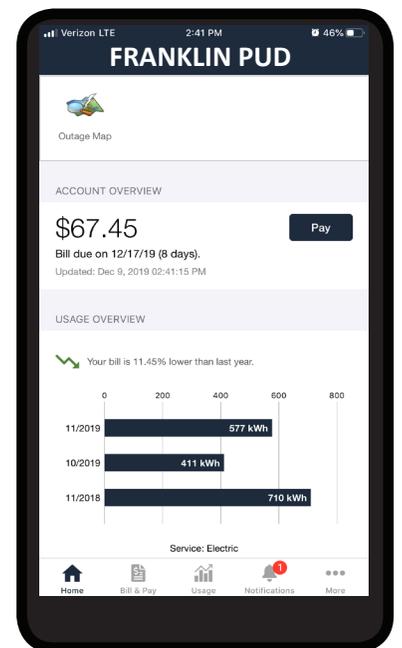
Scott Rhees

Assistant General Manager:

Holly Dohrman



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SmartHub Has a New Look

SmartHub, our online bill payment system, has rolled out an updated version of the app.

After you update the app, you will see a new clean version. The functionality and features of SmartHub will remain the same, but there will be tools to help users access the features they need to quickly and easily manage their account.

SmartHub's new look features a revamped home screen that presents the most important information - like bill amount, utility usage, and possible outages or issues - at a glance.

If you don't already have our SmartHub App, you can go to the App Store or Google Play Marketplace to download it. Just search for SmartHub, download, and choose Franklin PUD as your provider. You will need a copy of your bill handy to enter your account number.

Download SmartHub Today!

Commissioner's Corner

Our Sights Are Set on 2020



Bill Gordon
2020 President

At the November 2019 Board Meeting the Operating Plan Goals for the years 2020 and 2021, were recommended by staff and approved by the Commission.

The PUD's Strategic Plan identifies priorities and strategies for the 2018–2023 period. To achieve the overarching goals established by the Commission and under the leadership of the General Manager, staff develops an Operating Plan in two-year increments to identify specific strategies accompanied by actionable tactics. The Operating Plan is approved and then reviewed quarterly by the Commission to assess progress and any needed corrections.

I want to share these goals with you so you have an understanding of what we will be working toward this year.

- 1) Expand a proactive employee driven safety program that provides training and information to our employees and customers in a format that is easy to understand.

- 2) Meet or exceed established reliability indices, ensure adequate long term power supply, and maintain reliability of internal operations systems.
- 3) Develop programs/process to monitor budgets to strengthen the District's financial position while moving the District's rates into the lower third of Washington State utilities.
- 4) Establish a professional relationship with our customers, listen to understand and not to "defend", and create an environment of mutual respect.
- 5) Set expectations that align with the District's mission, vision and values to create a culture of continuous improvement, respect and integrity.

As we move into 2020, know that your Franklin PUD Commissioners and Staff are committed to fostering a positive work environment that supports dedicated employees, demonstrates sound governance and promotes continued improvement, all in an effort to provide excellent service for you, our customers.

To see the full version of our 2018 – 2023 Strategic Plan, please go to our website at <https://www.franklinpud.com/who-we-are/commissioners/>.

HAPO donates \$4000.00 to Helping Hands

HAPO Community Credit Union presented Franklin PUD's Helping Hands Program with a \$4000.00 donation during our winter drive for donations kick-off event on December 2, 2019. The event was held at our main administration offices and included a live radio remote on Radio La Ley, giveaways, and most importantly - *tacos!*



Franklin PUD's Helping Hands program provides customers with emergency assistance to help pay their electric bill. "We are thankful for HAPO's compassion for our community and partnering with us to raise funds for Helping Hands. We see an increase in families struggling to pay their electric bill during the winter months when temperatures drop and the use of electric heat increases to stay warm" says Holly Dohrman, Franklin

PUD's Assistant General Manager. "We want to do all we can to make sure we have a variety of programs and services available to our customers when they need it, and our Helping Hands program is a great example of that."



On top of the \$4000.00 donation, members of the community who attended the event stepped up to donate an additional \$1100.00.

We want to thank HAPO Community Credit Union and our customers for donating to Helping Hands so generously.

We also want to thank those of you that donate on a consistent basis through our RoundUp program.



to customers, is mandated by the State of Washington through RCW 19.29A.090.

The amount you pay is above and beyond what you already pay for renewable energy already included in Franklin PUD rates.

For more information on this program, go to our website at www.franklinpud.com/index.php/energy-efficiency/generation-green/.



Franklin PUD offers Generation Green, a "green power" program to give our customers an opportunity to purchase renewable energy generated from qualified alternative energy resources. This program, which provides a **voluntary option**



Pole Testing

Each year, we test 1/15th of our power poles. That means it takes us 15 years to inspect every utility pole. When you break it down, that's nearly a thousand utility poles inspected every year.

"Rot doesn't take hold right away into a pole - it's over a period of time. So by doing it every 15 years we can catch any rot before it gets too bad." Aaron Gonzalez, a field engineer for Franklin PUD said.

Franklin PUD has contractors inspect poles visually and by drilling holes into them to check the interior so any formation of rot is caught early. They also treat poles to prevent fungi from developing which would lead to internal rot over time. Treating the poles extends the lifespan by more than 60 percent.

"We have poles in our system from the late 30s early 40s that are still standing today, the wood is great on the inside." Gonzalez said.

It's not all thanks to the inspections, the Tri-Cities climate helps the longevity of the utility poles too. We have such a dry and warm climate that we don't run into moisture problems like they do in other areas. Thankfully, there's not a lot of wood-eating insects calling the Tri-Cities home.

The utility pole inspection program keeps the poles standing up straight and strong for as long as they can.

Fuel Mix Disclosure

A report of where your power comes from.

	% of Total Generation
COAL	-
HYDRO	85%
NATURAL GAS	5%
NUCLEAR	8%
OTHER	2%

100%

OTHER may include, but not limited to: Biomass generation; geothermal generation; landfill gas generation; oil generation; solar generation; waste incineration; or wind generation.

*Source: WA State 2017 Fuel Mix Disclosure Report, WA State Dept. of Commerce

