

Hotline



Issue: March - April 2019

Working for You

Commissioners:

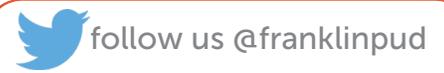
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**Know What's Below
Call Before You Dig**



In the next couple months, many of you will start getting your yard in shape for spring and summer. Before picking up a shovel, pick up the phone. Anytime you dig deeper than 12 inches - whether to plant a tree, install a fence, or build a deck - you must call 811. Even on your own private property. Electric lines are often buried underground and digging into them can result in loss of power, costly repair bills, severe injury, or even death.

Call 8-1-1 at least two business days before you plan to dig. Calling ahead is not only common sense, its the law.

Update on Orca Task Force

We wanted to be sure our customers knew that the National Oceanic and Atmospheric Administration (NOAA) Fisheries - the agency with the expertise and responsibility for the recovery of these Southern Resident Killer whales - has increased efforts to inform the region about fish, orcas, and dams. NOAA assessed the operation of the four lower Snake River dams and their effects on listed salmon and steelhead in the 2008 Biological Opinion. Then in 2014, their supplemental Biological Opinion re-examined the issues, including consequences for Southern Resident killer whales. Neither opinion concluded that breaching the dams is necessary for recovery of the Snake River salmon or Southern Resident killer whales. The biological opinions concluded that hatchery production of salmon and steelhead in the Columbia and Snake River systems more than offsets any losses of salmon caused by the dams. The Snake River Dams have a 96% average survival rate for salmon.



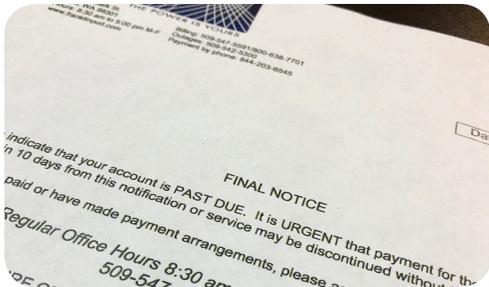
Puget Sound, reducing and preventing urban pollution contaminating the Puget Sound, and increasing and expanding current habitat restoration efforts on the Snohomish and Skagit rivers, and in other rivers contributing directly to the Puget Sound where salmon spawn.

All ways to improve salmon populations should be explored and implemented like further restrictions on commercial salmon harvest and greater control of natural marine predators. The latest research concludes that booming populations of sea lions, harbor seals and West Coast marine predators are eating more Chinook salmon than ever, competing directly with orcas for this food supply.

While salmon is important to long term orca recovery, to help orcas in the immediate term we should focus on the more logical and much quicker solutions including further restrictions on boat traffic and noise in

Final Notice Letters & Automated Calls

Tools we use to keep you informed about your account



We want to keep you informed about your account status whenever we can. If you fall behind, it's our responsibility to notify. There are two tools we rely on to keep you informed - final notice letters and automated calls.

Final notice letters are used to get your attention. By sending these letters we are letting you know that we didn't receive your payment by the due date. If you get a final notice letter, please check your account status, you may need to make a payment immediately to avoid disconnection. If you

already paid and confirmed we received your payment, not to worry - you can disregard the notice.

We have been using automated calls for a few months now. The automated calls are a courtesy to let you know that your account is past due and we have started the disconnection process. If you receive an automated call from us you will need to contact our office the next business day to make a payment. This is our last step in contacting you before your service is disconnected for non-payment.

If you are having trouble paying your bill, please reach out to our credit department. We allow customers to make arrangements for payment at a later date. We also have programs available that could help manage your account.

 **Franklin PUD Credit Department**
509-547-5591, option #1

Pay Online with SmartHub & Download the App

Available for Apple and Android devices

With SmartHub, you can:

- Pay your bill immediately with secure online payments
- View monthly electricity usage and history
- Manage account information directly and track payment history from mobile devices or the web



Search for "SmartHub" in the App Store or Google Play
Manage your account anytime, anywhere!

Earth Day is April 22
*You can make a difference
in our community!*



Commissioner's Corner

Letter Sent to Governor Inslee

Remove \$750,000 from Budget



Bill Gordon
2019 Vice President

In January, Franklin PUD and sixteen other organizations including two ports, Benton PUD, five cities, Benton and Franklin County commissioners, Visit Tri-Cities, TRIDEC, the Prosser Economic Development Association and three Chambers of Commerce, sent a letter to the Governor regarding his budget request for the Southern Resident Orca Task Force. His budget included a \$750,000 proposal to fund a stakeholder process on the associated economic and social impacts as well as mitigation costs of Snake River dam removal. This process would essentially be duplicating the same information-gathering effort that is already several years underway by the federal agencies in the Columbia River Systems Operations (CRSO) Environmental Impact Statement (EIS). The CRSO EIS is a regional, comprehensive effort to evaluate a range of operations alternatives for the 14 federal hydropower facilities that exist along the Columbia and Snake Rivers. The EIS process has multiple opportunities for public engagement. All Northwest states and tribes are already cooperating in this EIS process, which includes an evaluation of the four lower Snake River dams, along with an economic impact analysis and stakeholder input.

In addition, after decades of using other arguments in their attempts to justify removing the four lower Snake River dams, some environmental groups have latched on to the plight of the orcas. They are now stating that removing the four lower Snake River dams is the solution to improving the orcas' diminished Chinook salmon supply. Despite the availability of accurate information from NOAA and other reputable sources, these groups are using the orcas to play on the public's sympathies and promote their real goal: removal of the four lower Snake River dams. For more information visit our website to read the NOAA fact sheets on the orcas and Snake River dams.



We also believe that the Governor's carbon reduction goals are in conflict with dam removal. The four lower Snake River dams are clean energy assets and maintaining them is an important component of a clean energy future. We will be working with the legislature to request removal of the \$750,000 proposal to fund the dam breaching study.

This study is a duplicate effort of federal agencies work and a waste of taxpayer's good hard-earned money.

These Programs May Make Paying Your Bill Easier

February gave us some cold weather - and because of that you may see an increase in your power bill. Because we know many of our customers are on a fixed income or tight budget we want to share some programs that you may consider taking advantage of.

Budget Payment Plan

The budget payment plan gives you the ease of knowing how much your bill will be each month. Your payment is based on an average of the last 12 months of billing at your current address. Once your payment is calculated and you sign up for the Budget Payment Plan, your account is evaluated every 6 months and your payment amount is adjusted if necessary. A zero balance on your account is required to sign up for the plan.

Low Income Senior & Low Income Disabled Discount

We offer a discount to our qualifying low-income senior and low-income disabled customers. The disability discount is 30% and the senior discount is either 15% or 30% depending on your income. To apply, please schedule an appointment by calling our office at 509-547-5591, Monday-Friday between 8:30a.m. and 5:00p.m.

Payment Arrangements through our Credit Department

If you are having a hard time paying your bill - let us know. Our credit department can make payment arrangements with you to get your account back up to date. We can also recommend some other services that may be available to help you.



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** 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/.



Congratulations on a Job Well Done!

Our Customer Service Representatives (CSR's) received special recognition from the Board of Commissioners and Holly Dohrman, Interim General Manager, for their outstanding work in reducing customer write-offs. Efficiencies gained in the implementation of new software paired with the CSR's attention to gathering accurate customer information has allowed them to succeed in working towards reducing customer write-offs which supports Franklin PUD's guiding principle of "Maintaining Low and Stable Power Rates".

Thank you to our outstanding Customer Service Representatives - your hard work is appreciated!



Franklin County Emergency Management uses CodeRED - a high-speed notification system to keep you informed in the event of an emergency. This system allows you to receive emergency messages via land line or mobile phones, as well as through text and e-mail. There's also an App you can download called CodeRED.

The system alerts anyone who has signed up in a specific area and notifies you if you need to leave, shelter in place, or take other actions.

Register online to receive emergency alerts. Go to www.franklinem.org and click on the CodeRed logo.

Fuel Mix Disclosure

A report of where your power comes from.

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

TOTAL 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

