

Hotline



Issue: May - June 2020

Thank You for Your Patience

Navigating through a pandemic is not an easy task

Things have changed quite a bit since our last newsletter and will continue to evolve. First, we hope you are all healthy and looking after your family, friends and neighbors. We want you to know that we are thankful for your patience as we continue to work to provide you with the best possible service.

We know that some of you may be struggling right now and want you to know about resources available that may help:

- **Washington 2-1-1** – Washington 2-1-1 has the latest information about assistance that may be available to you; anything from diapers, transportation, food and shelter. You can call 211 from any phone and it will connect you with a representative with information about our region. You can also go to their website at wa211.org where you can find valuable links, perform searches, or use the chat bot to ask questions online.
- **Benton Franklin Community Action Connections (CAC)** – CAC has been a

longtime partner in our community. They are a private non-profit social service agency providing a variety of services to low-income individuals and families throughout Benton and Franklin Counties. They help our customers find energy assistance through the LIHEAP program and also facilitate our Helping Hands fund. If you are wondering if you qualify for energy assistance, please visit their website at bfcac.org and click on utility assistance located in the menu on the right side of the home page. You may also call them at **509-545-4042** and leave a message to receive a call back.

We will continue to work hard to keep your life powered so you can feel some type of normalcy at home. Like you, we are learning as we go, stay positive and most of all stay well.

Visit www.franklinpud.com/help for more information on assistance.

Working for You

Commissioners:

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

General Manager:

Scott Rhees

Assistant General Manager:

Holly Dohrman

Hotline Editor:

Mike Gonzalez

Senior Manager, Public Affairs



follow us @franklinpud

May is National Electrical Safety Month

Safety is our number one Guiding Principle at Franklin PUD. We want to ensure the safety of our employees and customers. That's why, during the month of May, we celebrate National Electrical Safety Month.

National Electrical Safety Month gives us the opportunity to spotlight how to stay safe around electricity - both at home and in the workplace. Electricity has become such a necessary part of our lives that we tend to take it for granted, but using it safely is vitally important. Thousands of people in the United

States are critically injured and electrocuted as a result of electrical related accidents each year.

Please visit our website at franklinpud.com/safety-education where we have compiled a library of safety tips, links to safety videos, as well as children's activities and games.

You may also visit the Electrical Safety Foundation International's (ESFI) website at www.esfi.org for even more resources.

Let's stay safe together!



Remembering Bob Wyatt

We are sad to share that Robert (Bob) Wyatt, Jr passed away on March 25, 2020. In 2017 Bob retired from his position as Engineering Manager at Franklin PUD where he was loved and respected by his colleagues and friends. He will be greatly missed.

Bob began working at Franklin PUD in 1986 and retired in 2017 after more than 30 years of service.

HOME ELECTRICAL SAFETY

Safety is Smart, Prevention is Power

Each year, electrical malfunctions account for **35,000 home fires** causing over **1,130 injuries**, **500 deaths**, and **\$1.4 billion** in property damage.

The average American home was **built in 1977**. Many existing homes **simply can't handle** the demands of today's electrical appliances and devices.

! Learn the warning signs of an overloaded electrical system:



Frequent tripping of circuit breakers or blowing of fuses



Dimming of lights when other devices are turned on



Buzzing sound from switches or outlets



Discolored outlets



Appliances that seem underpowered

United States[®] Census 2020

www.2020census.gov

If you haven't already, please fill out the 2020 census. Census results help determine how billions of dollars in federal funding flow into states and communities each year. This includes dollars allocated to energy assistance programs which can benefit many of our customers. When you respond to the census, your answers are kept anonymous. They are used only to produce statistics.

The U.S. Census Bureau is bound by law to protect your answers and keep them strictly confidential. The law ensures that your private information is never published and that your answers cannot be used against you by any government agency or court.

Commissioner's Corner

Broadband is Part of Our Daily Lives



Roger Wright
2020 Secretary

I've written in this column before about another service Franklin PUD provides customers in addition to reliable power, high speed broadband via fiber optic cable. Broadband services allow access to high speed internet and increased cell phone reception. In the near future it will also provide us with enhanced 911 services allowing you to text to 911 as well as share real time video with first responders.

Franklin PUD's main purpose continues to be providing safe, reliable, cost-based power to our customers and I continue to be focused on "keeping the lights on" for you. However, high speed broadband (essentially high speed internet) is becoming as important, if not more important, than electricity to some of our rate payers. Without it, you can't do many of the things you do on a daily basis, like calling or texting on your mobile phone, doing online schoolwork, and running your business. There isn't much you can do today without access to the internet and it is becoming increasingly mandatory that the connection is high speed.

Franklin PUD does not provide services directly to the customer, nor do we plan to. We provide the connectivity (conduit and wires) between the internet and service providers. Since we have the poles, conduits,

wires, and most importantly easements across our service area, it makes the most sense for Franklin PUD to also own fiber backbone. The fiber brings high speed internet to our customers so you can have a reliable, cost based infrastructure with access to the internet wherever and whenever you want or need.

We often take for granted how easy it is to connect to the internet. However, in much of Eastern Washington, it still isn't possible to access the information needed to do your homework, learn how to fix things by viewing YouTube videos, or running your home or small business. Recently the Washington State Legislature recognized this and approved a bill signed into law by Governor Jay Inslee which will spur deployment of high-speed internet service in rural areas. Senate bill 5511 launches a \$21 million program to promote rural broadband development.

Its hard to explain how important it is for the success of our community, and our economy, that no matter where you live in our State that you can have reasonable access to the internet. It benefits us all, and I believe maintaining a public owned, open access backbone, is the best way to make that happen at a reasonable cost to everyone.

I would really like to hear what you think about this important issue. Please reach out to us with your thoughts on our community's high-speed internet needs, or tell us about the lack of service available in your area. You can reach us at broadband@franklinpud.com.

Estimated Bills Due to COVID-19

Due to COVID-19 restrictions we were unable to send staff out to read some meters during the month of March and into April.

Because of this, you may receive an estimated bill. If your bill has an "E" in the blue bar that has meter read information in it, then your bill was estimated. Please contact Customer Service for information on how to provide a true meter read to us.

509-547-5591 or 800-638-7701

Amy & Maurilio - Your Energy Services Superstars!



Amy Valencia and Maurilio Lopez, who work in the Energy Services Department received special recognition from the Board of Commissioners and Scott Rhees, General Manager, for their outstanding work on managing our rebate programs as well as presenting the Winter Weatherization Workshop to Franklin PUD customers. Amy and Maurilio, who are both Energy Services Specialists, put their knowledge of energy efficiency and conservation to work to teach customers how to keep their home as energy efficient as possible.

Thank you for your dedication to our customers – your hard work is appreciated!

Current Rates

Full rate schedules are available on our website at www.franklinpud.com

Residential	System	Energy	
Single Phase	\$34.00	\$0.0673	
Three Phase	\$58.72	\$0.0673	
Small General	System	Energy	
All customers	\$39.56	\$0.0744	
Medium General	System	Energy	Demand
Apr-Aug	\$51.88	\$0.0364	\$8.26
Sept-March	\$51.88	\$0.0461	\$8.26
Large General	System	Energy	Demand
Apr- Aug	\$69.26	\$0.0365	\$8.44
Sept - March	\$69.26	\$0.0455	\$8.44
Small Irrigation (Metered)		Energy	Horsepower
Apr - Aug		\$0.0321	\$5.15
Sept - March		\$0.0526	\$5.15
Large Irrigation (Metered)		Energy	Demand
Apr - Aug		\$0.0320	\$9.51
Sept - Oct		\$0.0437	\$9.51
Nov - March		\$0.0527	\$9.51
Industrial	Basic	Energy	Demand
Apr - Aug	\$486.70	\$0.0363	\$8.67
Sept - March	\$486.70	\$0.0456	\$8.67

New Large Industrial
Effective 4/1/2018 >3,000 kW - determined by contract

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

