

Hotline

FRANKLIN
PUD

THE POWER IS YOURS
www.franklinpud.com

Issue: Nov - Dec 2015

Lend a Helping Hand to Your Neighbors

Donate to Franklin PUD's Helping Hands Program



Franklin PUD's Helping Hands program is designed to help low income families in Franklin PUD's service territory pay their electric bill. This program would not be possible without the generous donations of our community.

The cold winter months are particularly difficult for those struggling financially and they are often faced with a choice between a warm home or a warm meal.

We want to thank you for your donations, and are once again asking you to help your neighbors, family, or friends, by making a donation to our Helping Hands program. A warm home is a basic need we don't want local families living without.

To make a donation:

- Check the appropriate box on your billing stub to add a donation to your monthly bill payment
- Call a customer service representative at 509-547-5591 or 800-638-7701
- Stop by our office at 1411 W. Clark Street
- Mail a check made out to Franklin PUD with "Helping Hands Donation" boldly written in the subject line

For information on receiving assistance from Helping Hands, contact Community Action Connections (CAC) at 509-545-4042.

Working for You

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Annual Tree Trimming Begins in November

Trees that grow too close to power lines can cause outages, start fires, or create other hazardous conditions. Generally, we remove trees that pose a serious threat to safety and electric service. This work helps maintain electric safety and service reliability.

We take pride in having a professional tree maintenance program. Beginning in November and lasting through February, you'll see our tree trimming contractor trimming trees around the primary power lines in Kahlotus, Connell, Basin City area, and Pasco. We want to remind customers that you are responsible for keeping trees cleared around the secondary lines, which are the



power lines that run to your home from our poles. If you are trimming your own trees, contact Franklin PUD Operations at 509-546-5975 to schedule a line disconnect to trim your trees safely.

UPDATE

Franklin PUD Community Solar

Franklin PUD customers who were selected by lottery to participate in our first community solar project have been notified. There were 1725 "blocks" available for purchase and our customer interest far exceeded that number.

We are currently soliciting bids from interested contractors and are hoping to break ground in January 2016. The project will be built adjacent to our main office located on Clark street. The project is expected to total approximately 69 kilowatts and will have about 250 panels.

If you signed up for the project lottery and were not selected, we'll keep your name on file in case of future openings.

Invoice Cloud Sweepstakes a Success



In partnership with our third party payment provider Invoice Cloud, Franklin PUD helped promote our paperless billing and auto-pay options available online.

The campaign ran from June through August and we achieved significantly more customer sign ups through this promotion. Invoice Cloud presented an iPad mini to Daniel Carr, a Franklin PUD customer who signed up for paperless billing during the promotion. An independent random drawing was held by Invoice Cloud to determine the winner.

Franklin PUD is pleased to have an increased number of customers paying online and through our autopay program, as well as receiving paperless bills via e-mail. Programs like these help keep our expenses down and rates as low as possible. Thank you to all who participated.

Promotion results:

Sweepstakes Period:	June	July	August	Total
Paperless sign ups	134	120	115	369
Auto-Pay sign ups	135	150	138	423
Registered	206	160	178	544

Previous 3 months:	March	April	May	Total
Paperless sign ups	51	58	72	181
Auto-Pay sign ups	102	100	95	297
Registered	145	120	157	422

Stay Warm with These Winter Weatherization Tips



- Caulk and weatherstrip drafts around doors and windows.
- Keep fireplace dampers closed when not in use.
- Replace furnace filters monthly to keep your system running efficiently.
- Use a ceiling or portable fan to circulate heated air. Since warm air rises, it tends to be trapped in the highest areas of your home.
- Have your duct system checked for leaks.
- Consider a new programmable or smart thermostat to gain the most efficiency out of your heating system.

Wishing You a Wonderful Holiday Season

—Commissioners and staff at Franklin PUD—



Commissioner's Corner



Doing Our Part to Reduce Emissions

Finding a Balance for Our Customers is Key

Bill Gordon
2015 Secretary

The Obama administration adopted regulations to implement its Clean Power Plan, establishing the first national standard to limit greenhouse gas emissions from existing power plants. The rule, issued by the U.S. Environmental Protection Agency (EPA) on August 3, 2015, requires states to reduce carbon emissions from power plants 32% below 2005 levels by 2030. Under the rule, states must submit plans for achieving their compliance targets by 2018 and start taking action by 2022. There is some flexibility in the rule allowing states to adopt individually tailored approaches. The rule consists of three "building blocks" for reducing emissions:

1. Improve efficiency (heat rates) at power plants
2. Shift generation from higher emitting coal to lower emitting natural gas power plants
3. Shift generation to zero-emitting renewables - which can include nuclear

Three states, including Washington, have less-stringent standards than the original proposed rule in 2014. Although Washington

already has a renewable portfolio standard as mandated by the Energy Independence Act (or commonly known as I-937) this is yet another regulation on top of our State's requirements for renewable energy development and now, under Governor Inslee's Executive Order for more carbon reduction. Once the coal plant in Centralia, Washington is completely shut down in 2025, Washington should be sitting in a good position regarding carbon.

But as more and more mandates are piled on top of utilities, we need a middle path, one that respects the needs of energy producers and the pocketbooks of energy customers. According to the American Public Power Association, the electric utility industry in the U.S. has reduced carbon dioxide emissions by more than 12% between 2007 and 2012, without federal rules and regulations. Over the last decade, public power utilities have added new generation resources with lower or no emissions – wind, solar, hydro, nuclear, and natural gas. Franklin PUD has been aggressive in supporting energy efficiency as evidenced of our myriad of projects with our customers. We will keep a careful watch and stay on top of the issues and mandates – whether federal or state – to protect the well-being of our customers.

Utilities and Fire Districts Working Together for Community Safety

Franklin PUD is part of a four utility safety group, which includes Benton PUD, Benton REA, and the City of Richland, that shares safety training coordinator, Steve Frost. All four local utilities participated in an Emergency Responder Safety Outreach Training with local area fire departments conducted by Frost. The training included full-time and volunteer firefighters for Franklin and Benton County, Pasco, Richland, Kennewick, West Richland, Benton City, Prosser, and Plymouth/Patterson Fire Departments. There were twenty-two training sessions conducted and each included a live demonstration on the high-voltage safety trailer. The sessions lasted approximately four hours and six sessions were conducted afterwards for the volunteer firefighters.

The purpose of this training is to help emergency responders understand the hazards of high-voltage electricity and what precautions they need to take in emergency response conditions. It also helped foster a better relationship between Franklin PUD and the firefighters and helped the firefighters understand what our linemen need to do in



an emergency to protect everyone that is responding.

Future training will be presented by the firefighters and it will be an overview of the Incident Command System and the protocols in an emergency response. This training will be for employees and others at the local utilities, so that they have a better understanding of their obligations when called to an emergency scene.



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, visit our website at www.franklinpud.com/conservation/generationgreen.



Happy Thanksgiving

Offices Closed 11/26 & 11/27



Merry Christmas

Offices Closed Christmas Day



Happy New Year

Offices Closed New Year's Day

Be Prepared in Case of a Power Outage

While outages are rare, they do happen. Proper planning will help keep you and your family safe until your power is restored.

Be prepared and follow these important safety tips:

- Keep flashlights ready and in an easy place to find. A flashlight in the bottom of a closet may be hard to find in the dark.
- If your phone is cordless, it relies on power to work. To assure phone service, have one phone that doesn't need power or uses batteries.
- Avoid opening your refrigerator or freezer. The contents should be good for at least 24 hours if the door is kept closed.
- Turn off switches and any appliances with a heating element that were on when the power went out to prevent fires.
- If you use a portable generator it must be connected through an approved transfer switch that is isolated from Franklin PUD's system. An improperly connected generator can cause serious problems and seriously hurt or kill a lineman.
- If you need power for medical reasons it is important to have a plan in case of an outage. Be prepared to go someplace that has power or to the hospital.

Call or e-mail us to report your power outage. We have line crews on call around the clock, 24/7, ready to restore power as quickly as possible.

24 Hour Outage Reporting:
Call: 509-542-5300 or 800-638-7701
E-mail: outage@franklinpud.com

Fuel Mix Disclosure

Generation Type	% of Total Generation	
	WA State	Actual
Biomass	0.08%	
Coal	2.95%	
Hydro	84.65%	77.78%
Landfill Gases	0.01%	
Market Purchases		6.22%
Natural Gas	2.15%	3.56%
Nuclear	9.64%	8.88%
Petroleum	0.03%	
Waste	0.05%	
Wind	0.43%	3.53%
Other	0.01%	0.03%
Total	100%	100%

Source: WA State Dept. of Commerce Utility Fuel Mix Report for 2013 for WA State. Franklin PUD's actual generation is also shown for 2013.

