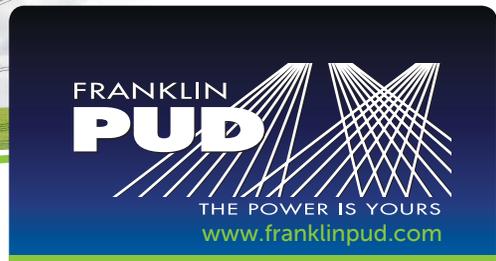


Hotline



Issue: Jan - Feb 2016

We're Working for You

We're ready for the challenges 2016 has in store



Tim Nies, General Manager

2015 was a year of change and growth for both Franklin PUD and myself. In early 2015, Ed Brost, Franklin PUD's General Manager of seven years, announced his retirement, and in May, after 11 years as Director of Administrative Services, I was appointed as the General Manager by the Commissioners. Along with my appointment, other new management members came on board; a Director of Administrative Services, Power Manager, and Energy Services Manager. Each one brought new strengths, talents, and experience to our management team.

Looking back on my first six months as General Manager I reflect on the changes that occurred within Franklin PUD and other aspects of the electric industry. In 2015, Franklin PUD installed a new communication system that allows us to receive real-time data from our 21 substations. This system helps monitor and manage our equipment and power supply on our electric distribution system, as well as provide other efficiencies. Approximately 10 miles of distribution line were added to the electric distribution system and various other projects were completed to maintain our high reliability standard of 99.99% and keep unplanned outages to a minimum.

We are under way with our community solar project; a solar parking canopy located at Franklin PUD's Administration building on Clark Street. All of the 1,725 available solar blocks have been purchased by participating customers. Construction is planned to be completed by the end of April, and the project is estimated to have an annual production of

about 92,000 kWh, which is enough energy to power approximately five homes. In addition to the community solar project, Franklin PUD also experienced an increase in customer rooftop solar. Also, we continue to support conservation by working with customers to help them gain energy efficiencies in their homes and buildings.

In 2015 Franklin PUD saw an 87% increase in the use of electronic payment options such as Bill Payer, on-line payments and automatic withdrawals. Our customer service department continues to enhance on-line service options for our customers and we are currently researching methods to improve customer communications, on-line capabilities, and smart phone applications.



(Left) Sergio Guzman, Customer Service Cash Coordinator, with (Right) Edison Valerio, Customer Service Manager

The complexity of regulations and legislation affecting power supply costs requires thorough vigilance to stay ahead of the changes. We continue to monitor the constantly changing carbon initiatives, legislation, and regulations to provide regional input in an effort to minimize the financial impacts of these issues on our customers.

As we begin 2016, we will undoubtedly face more change. Franklin PUD Commissioners, staff, and myself will continue to take on the challenges of this industry and work hard to provide safe and reliable electric service, be good public stewards, and a positive community partner.

Working for You

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Medical Alert Designation Forms

Remember to update annually

If your residence has medical life support equipment that relies on electricity, please make sure we have a Medical Alert Designation form on file. This will allow us to notify you in advance of planned outages. If you already have a form on file, please remember to update it annually. Forms are available on our website under the "Programs & Services" tab or in person in our Customer Service department.

Confused About Which Bulb to Buy? Follow These Tips

Always consider ENERGY STAR products to ensure quality

About ENERGY STAR

Utilities have guided customers to look for the ENERGY STAR label for reliable and credible energy savings since its inception in 1992. The Environmental Protection Agency (EPA) introduced ENERGY STAR as a voluntary labeling program designed to identify and promote more environmentally friendly and energy-efficient products. The ENERGY STAR label is now on major appliances, office equipment, lighting, home electronics and is used in new home construction. Many rigorous factors are considered in achieving an ENERGY STAR rating and once a product becomes ENERGY STAR rated it must continue to meet requirements to keep its rating.

Recently a flood of less expensive LED bulbs have hit store shelves, and while it's too soon to evaluate their performance, you might note they may have a significantly lower service life and may not be ENERGY STAR rated. Only ENERGY STAR rated bulbs have been independently certified and undergone extensive testing to assure they will save energy and perform as promised.

How to pick the right bulb:

While the lighting aisle might seem intimidating, here are a couple key things you should know when trying to purchase new bulbs.

- BRIGHTNESS = LUMENS
- COLOR = KELVIN

The old standard 60 watt, soft white, incandescent bulb could be expected to deliver around 800 lumens at 2700 kelvin. The color of the light you see is sometimes referred to as soft white, warm white, cool white or daylight and is measured numerically in degrees kelvin.

With the introduction of compact florescent lighting (CFL) and now light emitting diode (LED) lighting, the old standard of simply looking for the familiar wattage of a bulb is no longer relevant. Wattage has become an outdated reference since light-output in relationship to wattage-used has improved substantially. We get much more light (or lumens) per watt than we used to.

Where to buy ENERGY STAR LED's

As part of a buy down program that Franklin PUD participates in with Bonneville Power Administration, LED light bulbs are now available at local retailers for a lower price.

Here's a list of participating retailers:

Costco Wholesale

8505 West Gage Blvd, Kennewick

Fred Meyer

2811 W 10th Ave, Kennewick
101 Wellsian Way, Richland

Home Depot

3910 W 27th Ave, Kennewick
2855 Duportail Street, Richland

Lowe's Home Improvement

4520 Road 68, Pasco
N 1020 Colorado Street, Kennewick

Walmart

4820 North Road 68, Pasco
2720 South Quillan Street, Kennewick
2801 Duportail Street, Richland

The list of participating retailers is also available at www.franklinpud.com. For more information on selecting the right bulbs or energy star products, go to www.energystar.gov.

Commissioner's Corner

Broadband - A Part of our Everyday Lives

We hope to help keep costs low for consumers



Roger Wright
2016 President

Thank you for letting me serve as your Commission President this year. I am honored to have the opportunity to serve the owners and rate payers of Franklin PUD.

The purpose of Franklin PUD is to provide safe, reliable, cost based power to its customer-owners. I am a firm believer in keeping this the focus of all we do so that we always "keep the lights on" for you. While serving electricity is our first priority, there are additional elements of our business that are also important, like broadband service.

Broadband (essentially providing high speed internet access) has quickly become important to the daily lives of our customers because of the increasing number of internet-capable devices and services required at home and in the office. Franklin PUD does not provide any content from the internet (such as TV programs, news, etc.), nor do we

currently plan to, but we are already providing connectivity (conduit, fiber and wireless) between the internet and our customers.

We already have the poles, conduits, wires and most importantly easements across our service area, so it makes a lot of sense for us to also own the fiber optic cable and wireless network that brings high speed internet to our customers. That way, no matter who you purchase internet service from, your service can be provided over a publicly owned, open access network.

We believe that having the high speed network across our state, owned by the public, will keep costs as low as possible, similar to how public power has kept our power costs low compared to the rest of the country.

We would like to hear from you about your thoughts on Franklin PUD's Broadband service and your community's high speed internet needs. Please e-mail us with your thoughts at generalmanager@franklinpud.com. We're listening!

Don't be a Victim of Scams

Scam artists have been targeting customers of utilities and other businesses across the country, and continue to do so locally as well. While scammers are not new, the methods they are using have recently become more aggressive. Scammers pretend to be from your utility and demand payment for service. These requests are often made after hours or on weekends, as opposed to normal business hours.

Scams come in many different forms:

- Telephone, Text or Personal Visits – Scammer poses as a utility employee and requests a payment immediately or services will be turned off.
- Telephone Spoofing – Scammer takes over caller ID to make you believe that you are talking to your utility when in reality it is a scammer.
- E-mail Spoofing – Scammer programs an e-mail so it appears to be coming from your utility with a link to a fraudulent

site or a malicious attachment. Never open an attachment from an unknown or unwelcomed sender.

The Federal Trade Commission issued an alert to consumers noting, "If you get a call, e-mail, text or even a visit from someone telling you to make a payment via PayPal, or to buy a GreenDot card or a gift card, it's probably a scam."

Franklin PUD does make courtesy calls to customers when an account is past due, but will never ask you to purchase gift cards, transfer money, or make a payment at any location other than our main administration building. If you ever have questions about the legitimacy of any call or e-mail you receive from someone claiming to be from Franklin PUD, please contact Customer Service at (509) 547-5591 during normal business hours and a customer service representative will assist 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 included in Franklin PUD rates.

For more information on this program, visit our website at www.franklinpud.com/conservation/generationgreen.



Comparing Grand Coulee with Hoover Dam

For all its robust reliability, Grand Coulee is something of an unsung hero with its remote location. Thanks to films starring everyone from James Bond to Superman and the Transformers, most Americans are more familiar with Nevada's beautiful and iconic Hoover Dam. But up in the corner of sagebrush-filled Washington, the three biggest turbines at Grand Coulee each handle twice the average water volume of the entire Colorado River at Hoover Dam. The output of the six generating units in Grand Coulee's Third Power Plant – 4,215 megawatts – is more than twice that of all 17 units at Hoover Dam combined (2,015 megawatts). If you have a chance, take a drive through the Grand Coulee Dam area and check out this amazing structure that helps power your home.



Grand Coulee Dam is a gravity dam built to produce hydroelectric power and provide irrigation water. It was constructed between 1933 and 1942, originally with two power plants. A third power station was completed in 1974 to increase its energy production. It is the largest electric power-producing facility in the United States.

Fuel Mix

A report of where your power comes from

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	100.00%	100.00%

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.

