



MARCH 2014



CHELAN COUNTY

Connected

GM Steve Wright

2014 off to a strong start

We're hard at work on our 2014 "to do" list at Chelan County PUD and looking further into the future through another round of strategic planning.

But first, I want to take the opportunity to share a few of last year's accomplishments and challenges. The sum of those efforts has a lot to do with getting us off to a strong start in 2014.

Chelan County PUD had a really, really good year in 2013.

We finished the year in strong financial shape and continued to pay down long-term debt.

We reached a milestone in our fish protection programs as natural resource agencies and tribes agreed that our Columbia River dams have no net impact on the salmon and steelhead swimming past them.



Steve Wright

and tackled major repairs to our four big generating units at Rocky Reach Dam. An important measure of working safely, the PUD's "incident rate," was the lowest ever in 2013.

I've found that two elements are important to create value for customers: quality assets and innovative people. In the months since I joined the utility, it's been wonderful to see that we're blessed to have both at Chelan PUD.

Our three dams generate affordable, clean renewable hydropower. PUD-built parks along the Columbia River and Lake Chelan are enjoyed by 3

million people a year. We are able to keep money in the local economy through low rates so residents and businesses spend less of their income on electricity – and we are even more fortunate to have money coming into the Chelan County economy as a result of a smart power marketing and hedging strategy.

Last year we faced a potentially significant financial blow when our four largest generating units at Rocky Reach had to be taken out of service at the same time. Dedicated employees working together reduced our financial exposure because of our risk management practices, insurance, strong wholesale revenues, skilled craft workers and professional staff who diligently worked on ways to get the four units back into service quickly and safely.

These are just a few examples of the work done last year that gives us a great start in 2014.

Wanapum Dam response results in extremely low river levels

 Public and employee safety is our top priority. As a result of rapid changes in water level caused by the lowering of the Columbia River behind Grant County PUD's Wanapum Dam, Chelan PUD has dropped the reservoir behind Rock Island Dam.

Grant PUD lowered the reservoir behind Wanapum to relieve pressure on the dam and to allow analysis of a crack found in a spillway pier.

Engineering analysis at Rock Island and Rocky Reach dams confirms the dams are structurally stable and meet federal requirements for safety.

The situation is rapidly changing. Check for frequent updates on chelanpud.org. From the home page click on "Spotlight: Wanapum Drawdown Response."

PUD customers are champs at saving energy

 The Seattle Seahawks aren't the only big winners in the Northwest. Chelan County PUD customers saved enough energy in 2013 to power about 1,000 county homes.

It's a winning proposition for everyone: Customers save money through reduced electric bills, and when customers save energy, more power is available to sell at wholesale rates on the open market.

Those revenues help keep local retail rates low. Popular rebates continue in 2014 on appliances, windows and insulation and ductless heat pumps. Details at chelanpud.org or call (509) 661-8008.

Hunt for fun and facts at Rocky Reach Dam

Where can you stand in the shadow of a hydro turbine, hug 42 kinds of trees, enjoy a picnic lunch or latte, visit a museum and get eye-to-eye with a sockeye? Rocky Reach Dam, of course.

It is open 9 a.m. – 4 p.m., daily, through Nov. 16.

Find us at www.Facebook.com/VisitRockyReach or call (509) 663-7522 for information, to schedule a tour or reserve a picnic shelter.

Welcome to Connected!

 This newsletter brings you the latest news about your public utility including money-saving energy tips, updates on PUD projects and ways your utility is working with you to enjoy this beautiful area we call home.

In this edition:

- Off to a good start in 2014
- Congrats on saving energy
- Keep safety in mind
- Looking ahead to Arbor Day



In your neighborhood

Crews will be working in these neighborhoods to keep utility service reliable:

- *Washington to Sanders St (Chelan)*
- *Lake Wenatchee Substation to Plain Substation connection*
- *Cottage to Elberta Ave. overhead line rebuild (Cashmere)*



CHELAN COUNTY

Let's talk: We want to hear from you. Talk to us on  Facebook.com/ChelanPUD

Find us on  Twitter @ChelanPUD • Email us at contactus@chelanpud.org

Give us a ring at (509) 663-8121 or toll-free, (888) 663-8121.



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Ring, ring: Don't fall for a phone scam

 Customers continue to report receiving scam phone calls about their utility bill. These callers claim that your electric service will be disconnected unless immediate payment is made by delivery of cash or a prepaid debit card to a location other than Chelan PUD offices.

Chelan PUD employees only will call during normal business hours, 8 a.m. to 5 p.m., Monday through Friday. Employees will clearly identify themselves and are happy to have you call us back to confirm it's a legitimate call.

Calls always will be made from local numbers, not "800" numbers.

Please call our Customer Accounting Department at (509) 661-8002 if you have any questions about receiving a call about your electric service.



Tree time: Arbor Day celebration is April 12

 The annual Arbor Day tree distribution in Wenatchee will be 10 a.m. to 4 p.m. on Saturday, April 12, at a new location – Pybus Public Market. Check chelanpud.org under "Arbor Day" for information on other locations and tree and shrub varieties.

Call before you dig

Before you dig into a big spring landscaping project, remember to call 811 to ask for the locations of underground utility lines.

**CALL
811**