



GM Steve Wright

Getting to know you and Chelan PUD



Steve Wright

Here are a few of my first impressions after spending a lot of time talking with employees and community members.

First, this is an organization with a

Learning about the community and the challenges we face has been a 0-to-60-mph experience for me since joining the District in September.

great mission. With its roots firmly in public power, the people within our organization are deeply committed to serving our customers.

Second, the assets owned and operated by the District are the envy of electric industry professionals everywhere. We have tremendous physical assets, particularly our hydro generation that creates substantial economic and environmental benefit. We have a well functioning transmission and distribution system and parks that set the standard for maintenance and care.

Third, we have tremendous people: Smart people who frequently are on the cutting edge in their field; people

who strive to improve their skills and to bring value to our customers.

Fourth, I am discovering what you already know - we live in a place unparalleled in natural beauty. I have had the pleasure of traveling to various parts of the county to see our facilities and meet our customers. It seems like with every turn my breath is taken away by another spectacular view.

There are challenges, of course. But the difficult financial choices made in the last few years provide the financial strength to weather them.

I look forward to helping us meet our objective of being recognized as a great utility.



1, 2, 3! Be winter ready

Winter is on its way and here are three steps to take to help your family prepare for severe weather and/or emergencies.

1. Create an emergency preparedness kit with at least a three-day supply of non-perishable food and water for your home and office.
2. Make a plan and practice the plan with your family and those who depend on you.
3. Stay informed on approaching weather so you are prepared for whatever Mother Nature brings.



Details are on chelanpud.org under "Outages and Alerts."

Comfort and energy savings do go together

These tips will help you be more comfortable and save on your winter energy bill:

- Check weather stripping on exterior doors and windows. Adjust or replace it if you can see light or feel a draft
- Check your furnace and heat pump filters once a month. Replace if dirty
- Close fireplace damper and glass doors when fireplace is not in use. Don't use your fireplace in the coldest weather

For great energy-saving advice check chelanpud.org, "Energy Conservation," or call our conservation experts at 661-8008.

Rocky Reach: Plans underway for unit repairs

Crews working since March on identifying problems with Unit C10 at Rocky Reach Dam continue to find equipment defects. The three other units with similar design were taken out of service on Sept. 23 as a precaution.

Short-term repairs will start immediately and work on long-term fixes will follow through 2017. Check chelanpud.org, "Rocky Reach," for updates.

Seven other generating units at the dam have a different design and will remain in service.

Budget wise:

Hear about the proposed 2014 budget and what it will mean to you. Join us at 1 p.m. on Nov. 4 and Nov. 18 in the Wenatchee PUD boardroom. You can comment then, or send your comments to contactus@chelanpud.org.

Welcome to Connected!

This newsletter brings you money-saving energy tips along with updates on energy issues and PUD projects.

In this edition:

- GM Steve Wright's first impressions
- Winter comfort and energy savings
- Enter to win an iPad
- A look ahead to 2014



Winter's coming: When to call

No need to call if the lights blink off and come back on. But, if there's no power for more than five minutes, do call to help us pinpoint where to send line crews.

We're here 24 hours a day, seven days a week to get your utility services (water and sewer, too) back on if there's an outage. Keep our toll-free outage number handy.

And, leave the porch light "on" so crews can see from the road who has power.



CHELAN COUNTY

Let's talk: We want to hear from you. Talk to us on Facebook and find us on Twitter @ChelanPud, email us at contactus@chelanpud.org or give us a ring at (509) 663-8121 or toll-free, (888) 663-8121.



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In your neighborhood: Chelan PUD @ work

Crews will be in these neighborhoods, to keep utility service reliable.

- Okanogan Avenue (Wen) – south to Circle Street, installing underground lines
- Cashmere – converting city lines to PUD voltage
- Wenatchee Heights – upgrades for overhead power lines
- Castle Rock (Wen) - increasing transmission line clearance



Go paperless and enter to win an iPad

Chelan PUD customers who use our Powerpay[®] paperless billing system are getting their bills by email, can check payments made and previous bills at any time online and even pay their utility bill right from their kitchen table, without searching for a stamp.

To encourage more customers to sign up, new users will be entered in a drawing for an iPad.

Annual savings are about \$6,500 for every 1,000 customers who go paperless, helping to lower PUD costs and increasing the convenience to you.

Go to chelanpud.org to sign-up for Powerpay and see contest details.

