



CHELAN COUNTY PUD
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Residential Customer

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with
**CHELAN
COUNTY
PUD**
NOVEMBER
DECEMBER 2020

PUD Business Plans Support Customers' Interests



Steve Wright

Our customer-owners' input has been essential as we've developed our plans to guide us over the next five years. During our strategic planning process last year, we engaged with thousands of customers to hear how we can best serve you. Going forward, we've identified four strategic goals in support of community interests.

Invest in assets and people: We've set a goal to increase our overall hydropower output from about 70% to 89% of peak by 2024. We'll do so by investing in maintenance and improvements at our dams. In

addition, more tree-trimming and underground lines, where feasible, will reduce residents' outage time in the coming years. To provide better customer service tools and outage information we'll also roll out a set of new technologies in the near future.

Maintain strong and resilient financials: We're focused on our financial goals, while building in flexibility to adapt to changing circumstances. We continue to be one of the most highly-rated utilities in the U.S. by bond rating agencies, which keeps our cost of borrowing low when we need it.

Enhance the quality of life in Chelan County: Over the next five years, we plan

to invest \$6 million for public power benefits, including the expansion of our fiber internet network to 5,800 more homes by 2024.

Economic growth, while ensuring stable rates: Our plans call for more improvements in our distribution system, including additional substations, which will support both residential and business growth.

All of these efforts support our mission – to enhance the quality of life in Chelan County by providing sustainable, reliable utility services. As always, we want to hear from you. If you have any questions, please email me at steve.wright@chelanpud.org.

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We're here to help!

- If you're having problems paying your bill, our Customer Relations staff can help you make payment arrangements to fit your individual needs. Call us at (509) 661-8002.
- Customers also can apply to receive support through Helping Hand from the Community Action Council at (509) 662-6156.
- Some customers may qualify for a senior or disabled customer discount. Visit chelanpud.org for more.
- Send us questions at customerhelp@chelanpud.org



Ready for Winter Storms?

Be prepared for potential storms this winter with these tips:

Stay informed: Follow Chelan PUD Facebook and Twitter pages for outage updates.

In case of an outage: Report the outage to our 24/7 line **1-877-PUD-8123**.

Operate your generator safely: plug appliances directly into the generator and operate outside at least 10 feet from doors and windows.

Please visit chelanpud.org/LightsOut for additional tips and resources.



Fuel Mix Disclosure 2019

Washington state law requires utilities to publish their fuel mix for customers. The state's 2019 report on the resources serving Chelan County PUD's retail customers are shown below:

Hydroelectric	99.99%
Wind	0.01%
Total	100%

of 0.01 percent wind energy in its fuel mix. That is since the PUD has sold the bulk of the environmental attributes associated with the wind project, so wind generation reported in the disclosure is minimal.

Although Chelan County PUD sponsors the Sustainable Natural

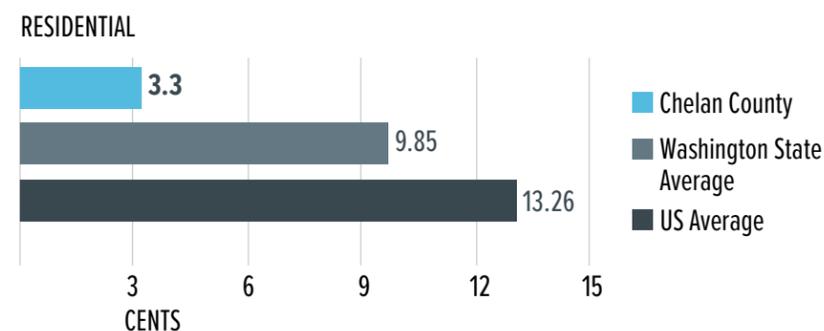


Chelan County PUD does own a share of the Nine Canyon Wind Project. However, the report shows the PUD having a small amount

Alternative Power (SNAP) program, solar generation is not reported on the fuel mix. Solar panels and wind turbines at schools, nonprofit agencies and private homes and businesses that are part of the SNAP program in Chelan County are not owned by the PUD or purchased with District funds, so SNAP solar generation cannot be counted in the PUD's fuel mix. In the Northwest Power Pool (Washington, Oregon, Montana and Idaho) there isn't enough solar generation to make up even a fractional percentage of the total generation.

Electric Rates per Kilowatt Hour (2020)

Chelan PUD has some of the lowest electricity rates in the entire U.S.



PUD rates based on 1,500 kilowatt-hours of usage per month. State and U.S. figures reported by the U.S. Energy Information Administration.

Keep Cozy This Winter

Home insulation is one of the cheapest and longest lasting ways to improve your home comfort. Insulation keeps you warm while saving up to 10% on your annual energy bill. Plus, new bigger rebates from Chelan PUD can pay for almost 90% of your insulation costs!



Getting to know...

Chuck Holland | Lead Meter Reader



Chuck, who moved to Wenatchee with his family as a young boy, joined the PUD more than 21 years ago. A typical day includes scheduling meter-reading routes

in Wenatchee, Chelan and Leavenworth and ensuring the routes are completed in a timely and accurate manner. Most months, he logs about 1,200 miles on routes throughout Chelan County.

He credits his parents for his values and how he approaches his job.

"They were hard working and down to earth," said Chuck. "They instilled in my brothers and me a good, solid work ethic. If you wanted something, then you worked for it."

When not working, Chuck enjoys camping, snowmobiling, tackling house projects and spending time with his family. He also is a 5th degree master instructor in Soo Bahk Do Moo Duk Kwan, a South Korean martial art he has practiced for 30 years.

Customer Relations Call-in Hours Temporarily Changing

For the months of November and December, the PUD's Customer Relations department will be available to assist you by phone between noon and 5 p.m. This temporary change will allow our team to schedule focused time for training, system testing and other year-end work during morning hours. You can continue to report power outages by phone at any time, day or night, at **(877) 783-8123**. Thanks for your patience.

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