

Assisting PUD Customers During COVID-19 Response

The Grays Harbor PUD has taken steps to help customers who are experiencing financial difficulties directly affected by the COVID-19 Pandemic. Since April, the PUD has suspended late fees and residential disconnects and will not be raising electricity rates in 2020. We are committed to helping our customers through this difficult time.

We feel it is important that our customers know assistance is available to those directly impacted by Covid-19. The PUD urges customers to **contact the PUD Customer Service office at (360) 532-4220 or email customerservice@ghpud.org** if you have concerns about your account or if you would like to learn more about PUD assistance programs. Information is also available online at www.ghpud.org.

The PUD has used a media campaign, bill inserts and newsletter articles to notify customers of assistance steps and programs. In July a district representative started physically going to customer's homes, who we have not been able to reach, to explain the different options available for assistance or extended pay arrangements.

The Grays Harbor PUD has also partnered with community agencies to help our customers find assistance. For example, the Coastal Community Action Program (CCAP) works with eligible customers to help them get assistance with their power bills. CCAP can be contacted at (360) 533-5100. The utility also partners with other approved groups, including:

Salvation Army: 360-533-6950

Veterans Relief Fund: 360-533-9863 or 224serviceofficer@gmail.com

Catholic Community Services: 360-612-3839

Olympic Area Agency on Aging: 360-532-0520

UTC: 1-888-333 WUTC or consumer@utc.wa.gov

For additional help we are working with our customers to extend normal pay arrangements, giving eligible customers more time to pay off their past due balances. We also offer Budget Billing and a Senior Disabled Discount Program. Customers should call or email Customer Service to get more information on what program may be right for them. Customers wishing to donate to the Project Help fund to assist low income or COVID affected customers may do so by filling out the appropriate section on their bill payment stub.

Commission Meeting Dates

Meetings are held in the Nichols Building, 220 Myrtle Street, Hoquiam.

August 2020

Monday - August 10
(rescheduled from August 3)
Monday - August 24
(rescheduled from August 17)

September 2020

Tuesday - September 8
(rescheduled from September 7
in observance of Labor Day)
Monday - September 21

Utility workshops are held at 3:30 pm. Regular business meetings are scheduled to begin at 4:30 pm. Public comment periods are included at the open and close of every meeting.

Commission meetings may be cancelled and special meetings may be scheduled. Please visit our website (www.ghpud.org) for updated information.

ON-LINE BILL PAYMENT

Want to pay your bill on-line? Now you can pay your bill instantly without ever leaving home. Just go to ghpud.org, click the "Pay Bill/Smart Hub" button on the bottom left hand side of the screen and follow the instructions. If you have any difficulties using the online service, please call Customer Service at 1-800-562-7726 or you may email customerservice@ghpud.org.



Positive Attitude, Positive Service

Arie Callaghan, District One Commissioners

Early on the morning of July 22, I was driving into Aberdeen from my home in Elma, when I came past the Central Park 7-Eleven and noticed the power was out. I wondered what might be the cause, and soon came across an accident on the east side of Baila dip. A large section of guard rail was missing, a power pole was shattered and the lines were down. The State Patrol was on the scene, along with two large wreckers and one of our PUD service vehicles. My first thought was the hope no one was injured, since the vehicle which was involved was completely off the roadway and out of sight. Next I saw our PUD crews staged in the wide spot along the bluff waiting to get in and get the pole replaced and the power restored to all the effected customers. This is part of the job our



Photo courtesy of WSP.

crews do and do well!! They are on call 24 hours a day, seven

days a week and respond to car (and truck) vs. pole accidents, weather related outages, and any other damage to our system. Since becoming a commissioner I have gotten to know many of our crew members, and know they take pride in the work they do for our customers and the service they provide. We commissioners regularly get complimented on behalf of the professionalism that the whole PUD team displays while providing utility services to their community. With all that is going on locally and nationally that may bring you down, it's good to know that your PUD team is here maintaining a positive attitude and serving the good people of Grays Harbor.



A New Online Look for Your PUD

Grays Harbor PUD customers may have noticed a new look to the utility website, www.ghpud.org. Work by the PUD IT and Communications departments have refreshed the site's appearance while maintaining the functions and content of the site. It is our hope that a fresh, new look will improve the online experience for PUD customers, an experience made all the more important due the closure of the utility lobby due to the COVID-19 response. While the look of the site may have changed, access to the account information and payment options of SmartHub, Engineering and Customer Service forms, energy saving forms and information from Energy Services, and all other website functions will remain for users to access.

ENERGY, an informational newsletter, is published monthly for families and businesses energized by Grays Harbor PUD.

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Fax 360-532-6085

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Visit us at: www.ghpud.org

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