

## Assisting PUD Customers During COVID-19 Response

The Grays Harbor PUD has taken steps to help customers who are experiencing financial difficulties due to the COVID-19 Pandemic. Since April, the PUD has suspended late fees 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](mailto: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](http://www.ghpud.org).

The PUD has used a media campaign, bill inserts and newsletter articles to notify customers of assistance steps and programs. A district representative will continue 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 [224serviceofficer@gmail.com](mailto: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](mailto: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.

### November 2020

Monday - November 9  
(rescheduled from November 2)

Monday - November 23  
(rescheduled from November 16)

### December 2020

Monday - December 7  
Monday - December 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](http://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](http://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](mailto:customerservice@ghpud.org).



## BPA is the Best Option for Grays Harbor

By Arie Callaghan, District One Commissioner

In 2028, our power supply contract with Bonneville Power Administration comes up for renewal. There has been much discussion about what the needs of our utility may be at that time, what other options may be available, or what BPA can bring to the table. Because we are a Bonneville preference customer there are benefits for us to stay with them. We like the product they offer. It is clean, carbon-free power that meets all the states future requirements and BPA can fulfill any long term capacity needs we may have. BPA also owns and maintains a huge transmission infrastructure that supplies power to the region. With all of Bonneville's assets, which they operate and maintain, they are trying to do their best to keep costs down, but with all the mandates they are required to meet, it has been a challenge. There have been times when we could buy power on the market for less than we pay Bonneville, but for the long term it would never be a cost effective option. We are fortunate to live in the Northwest where we have a reliable and clean power supply which meets the needs of the whole region, but we need to keep the pressure on for BPA to stay competitive. Our staff and commission remind them every time there is an opportunity. No one can predict the future but if the Grays Harbor PUD's best option in 2028 is to stay with Bonneville, then the team at the PUD will do its best to work out an agreement that is the most beneficial for our customers.



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## It's Never Too Early to Start Preparing

In addition to all we have been through in 2020, we must remember that in Grays Harbor, cool winter days can become wet windy in a matter of hours. While your PUD takes pride in its record of safety and reliability, fall and winter storms can cause problems even to the best electrical system. With that in mind, now is the time to make sure you are prepared for the weather conditions that come with living on the Washington coast by checking and updating your outage preparedness kit. PUD crews are always ready and prepared to respond to a power outage, and you should be too. Your home outage preparedness kits should include:

- A flashlight and batteries
- A battery operated radio
- Candles and matches
- Non-perishable food
- Water
- A manual can opener
- And a non-cordless landline phone

For more information on power outage preparedness, visit our website at [ghpud.org](http://ghpud.org) or call 360-532-4220.

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

**2720 Sumner Avenue  
Aberdeen WA 98520**

**Customer Service 360-532-4220  
Toll Free 800-562-7726  
Fax 360-532-6085**

**Outage Numbers 360-537-3721  
Toll Free 888-541-5923**

**Visit us at: [www.ghpud.org](http://www.ghpud.org)**

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