

## PUD Maintaining Critical Service Amidst Coronavirus Pandemic

Keeping the lights on and providing customer service remain the priorities for the Grays Harbor PUD as the utility adapts to the new reality of business amidst the Coronavirus or COVID-19 pandemic.

"Utility crews continue to maintain the PUD system and respond to outages and our customer service office has changed some practices but continue to work with our customers," said General Manager Dave Ward. "The utility will adapt to this new reality and continue to provide the critical services our customers expect."

In an effort to assist customers during the COVID-19 outbreak the Grays Harbor PUD is taking the following steps:

- Customers who are having difficulties paying their monthly power bills are encouraged to contact the utility Customer Service office at (360) 532-4220.
- The utility has also announced that it will waive late charges on accounts that become past due in the months of March and April.
- The utility has announced that it has postponed a scheduled rate increase scheduled to go into effect on May 1.

"I can't emphasize enough that if you fear that you may have trouble making a power payment, you should contact our office. Our staff is ready to help in this time of uncertainty," said Customer Service Director Katy Moore.

Under Governor Inslee's "Stay Home, Stay Healthy" order, the PUD is defined as an essential service and will maintain operations. In order to do so while complying with recommendations meant to slow the spread of COVID-19, the PUD had made the following changes to Customer Service:

- The utility has closed its public lobbies and encouraged customers to use online ([www.ghpud.org](http://www.ghpud.org)) or mobile apps (SmartHub) to pay utility bills.
- Those who wish to pay in person may use the Customer Service drive thru or using the drop box located in the Sumner Ave. Administration Building parking lot.
- The Customer Service staff is also available to answer questions over the phone at (360) 532-4220.

## Commission Meeting Dates

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

### April 2020

- Monday - April 13  
(rescheduled from April 6)
- Monday - April 27  
(rescheduled from April 20)

### May 2020

- Monday - May 4
- Monday - May 19

**Regular business meetings are scheduled to begin at 4:30 pm.** Due to the COVID-19 pandemic, the Commission workshops, usually held at 3:30 - 4:30 are cancelled until further notice. **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).



## Commissioners Corner

by Arie Callaghan, District One Commissioner

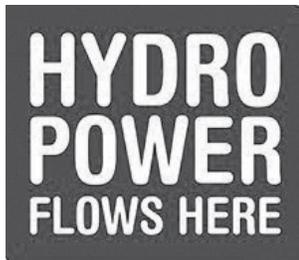
Many of us have been around long enough to remember times of crisis. The gas shortages of the 70s, the eruption of Mount Saint Helens in the 80s, and the storm and floods of 2007 were all events that impacted our day to day schedules. Now the corona virus pandemic is doing the same.

What we are going through now certainly is a lot more serious than some of the events I have listed because it has a direct impact on people's health and well-being, and really has put how we live our daily life in perspective. Things that many of us take for granted, like interaction with family and friends, has to be done using caution. Kids going to school, going to a sporting event or any large gathering are on hold for the time being. Instead we focus on new things, like going to the grocery store and wondering if everything on your shopping list being available. Trying to remember to maintain a distance between yourself and someone you're trying to have a conversation with. This is a challenging time we're going through and my hope is everyone remains safe and healthy.

The commissioners and staff at the Grays Harbor PUD will do what we can to help customers who by no fault of their own may be struggling to get through this unprecedented time. We have the best staff and they are here to maintain the safe and reliable service for all the residents of Grays Harbor. I will be glad when this is all behind us and life can get back to normal. In the meantime, take care of yourselves and each other and let me leave you with the message we use often at the PUD: "Stay calm and wash your hands".



## Columbia River EIS Rejects Breaching Dams



A long awaited environmental impact statement on the operations of the Federal Columbia River Power System has rejected breaching the four Lower Snake River Dams. The EIS, authored by the Bonneville Power Administration, Bureau of Reclamation and Army Corps of Engineers suggested the preferred alternative of increasing spill over dams to allow more salmon fry to reach open water and other forms of passage assistance.

The report's Executive Summary states that the removal of the dams would mean the loss of 1100 average megawatts of energy in an average water year and major negative impacts to system reliability to the tune of doubling the risk of power shortages. In addition, the report states that the loss of the dams would mean a greater carbon footprint caused by the need for natural gas turbines to replace the hydro generation and an increase in BPA rates of between 8.2% and 9.6%.

The release of the EIS is the first step toward a federal decision on the future of hydropower on the Columbia and Snake Rivers. Public comment on the EIS will be accepted until April 13 and used to help reach a final federal decision in September. For information on submitting public comment, go to the following website: <https://www.nwd.usace.army.mil/CRSO/#top>

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

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