



Customer Newsletter Winter 2018 BentonPUD.org

The Power of SmartHub®

Benton PUD's SmartHub® allows you to easily manage your account online. When you make a payment on SmartHub®, it is applied to your account real time and there is no service fee. Other payment options, such as your bank or other online bill payment services, often charge a fee per payment transaction. And, it can take days before the payment is received by Benton PUD and applied to your account.

SmartHub® also comes with a whole host of other features that allow you to save time and energy including the ability to monitor your daily, monthly or hourly energy usage. You can also sign up for text or email notifications regarding your usage and outages.



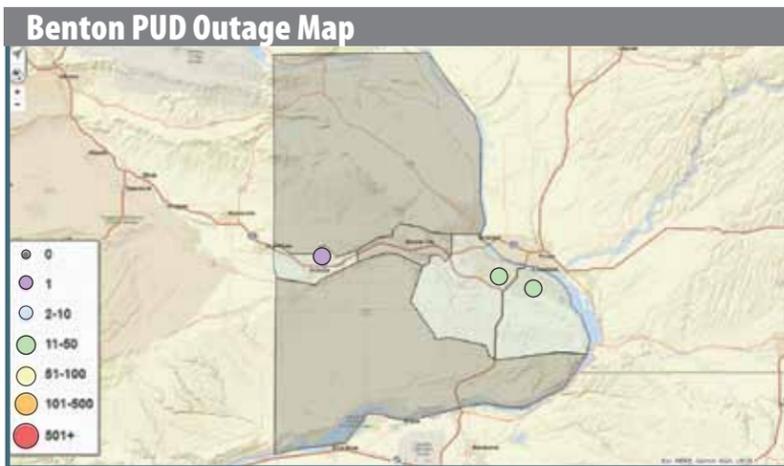
No service fees with SmartHub®!

	Benton PUD's SmartHub®	Other Payment Services
Real-time payments	✓	
Service charges		✓
Usage and outage notifications (text or email)	✓	
Usage monitoring	✓	

Outage notifications through SmartHub®

Enroll or log in to SmartHub® from your computer and sign up for notifications by text or email when an outage occurs at your home or business, and when power is restored.

Check out the outage map on your SmartHub® app or at BentonPUD.org to see areas that are impacted by outages near you real time.



Outages can be caused by different factors and some may take longer than others to identify and restore. A typical Benton PUD outage lasts about two hours; however, when we get those strong wind and/or lightning storms it may take longer for us to restore your power. The restoration process begins with areas serving the greatest number of customers and continues until each customer is restored. If there are multiple outages, multiple crews are deployed.

In case of an outage

Avoid the area where there is an outage.

Always stay clear of downed power lines as contact with these lines could be life threatening.

Be safe. When at home during an outage, use a flashlight rather than candles. Unplug all major electronics such as computers and other appliances to protect them for surge damage. Keep the refrigerator and freezer doors closed.

Rest assured our crews are working for you.

Benton PUD's outage system identifies the area and the customers that are out of power. Crews are dispatched to assess and identify the cause. No matter the cause, and even if you don't see them outside your house, crews are working to restore it quickly and safely.



You can help by reporting possible hazards to our Outage Line at 1-888-582-2176 or logging in to Benton PUD's SmartHub® on your computer or mobile device.

It helps to pinpoint outages if we have the location and any hazards you see or hear, such as downed lines, sparks on a line or in a tree, or a "loud boom" reported, even if your power is still on.

For more information BentonPUD.org or call Customer Service 509.582.2175

Money saving energy tips

Saving energy & money while cooling your home

Typically, about 40% of your electric bill goes towards cooling and heating. As we get closer to summer and warmer temperatures now is the time you should be thinking about your home's cooling system.

Three components of your HVAC system where you can generate the most savings are the heating and cooling system, the air ducts, and the thermostat.

Switching to a high efficiency heat pump or adding a ductless heat pump can save energy. Ensuring air ducts are tightly sealed will allow them to work more efficiently. When used properly smart thermostats can help you to save energy and can conveniently allow you to adjust your thermostat while away.



Benton PUD offers rebates on each of these components of your cooling system :

Heat pumps:	\$600 to \$1,200 (depending on the type of system)
Ductless heat pumps:	\$800 to \$1,000 (depending on heat source)
Duct Sealing:	\$250
Smart Thermostats:	\$125 NEW

Go to BentonPUD.org or call us at (509) 582-1234 for more details.

Trees improve home's energy efficiency

The proper location of trees and landscaping will improve your home's energy efficiency by 10 to 40%. Spring is right around the corner and this is a great time to plant a tree.

Here are a few tips for picking the right location for your new landscaping:

- The more summer shade that falls on sun-exposed windows, roofs and walls, the cooler the temperature will be inside the home. Deciduous trees provide nice shade in the summer and then lose their leaves in the fall, allowing the winter sun to help warm buildings, reducing winter heating costs. Deciduous trees are recommended for the south and west side of your home.



- Using trees as windbreaks on the north or windy side of your home also helps increase its energy efficiency.

- Shading air conditioning units can increase the unit's operating efficiency but landscaping should not obstruct air circulation around the unit.

- Trees and shrubs planted close to the foundation of a building can create a "dead air" space, which reduces cold winter wind currents and slows the escape of heat. In the summer this space helps prevent heat gain.



Remember, before starting any digging projects, call 8-1-1. They will send someone to mark your underground utility lines so you don't hit one by mistake.

Electricity Intensive Load Policy Adopted for Cryptocurrency Mining & Block Chain Operators

In response to growing customer interest in cryptocurrency mining and block chain operations, coupled with concerns about distribution system safety and reliability, Benton PUD's Commission approved an Electricity Intensive Load (EIL) policy. The policy includes parameters that balance stewardship and fiscal responsibility for all of customers while offering cost-effective and reliable service to EIL customers.

The policy defines EIL customers as:

- Customer loads where electricity is the predominant input to the business production.
- Any load where the load factor or total energy consumption is estimated to be or is appreciably higher than 1) previous consumption at the service location, or 2) other customers operating in a similarly-sized and type of facility.

Examples include but are not limited to: server farms, an aggregation of microprocessor-based computing equipment within a home, garage or business, or special purpose data centers.

EIL customers have unique load attributes that are different from typical residential and commercial customers. Because of this, Benton PUD staff must evaluate distribution facilities serving EIL load, as overloading equipment poses a potential safety and reliability risk for both the customer and their neighbors.

To address this concern, customer pursuing EIL operations, new EIL customers, and existing customers whose load meets the definition of EIL are required to notify Benton PUD that they meet the definition of an EIL customer. An assessment will be performed to ensure the distribution system can safely serve the load. Customers who fail to notify Benton PUD will be liable for damages to distribution system equipment caused by EIL operations.

Customers must also complete a Business and Commercial Application for Electric Service and may be eligible for a different rate schedule.

For additional information about the EIL policy and other requirements, visit BentonPUD.org



Coal	2.7%
* Hydro	76.3%
Natural Gas	5.6%
* Nuclear	9.6%
* Solar	0.1%
* Wind	5.5%
Other	0.2%

92%
carbon free

* carbon free

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