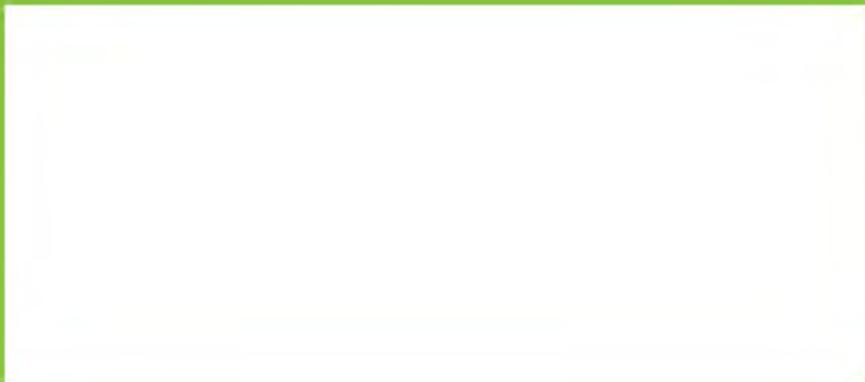


Northwest Public Power Association
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August 2016
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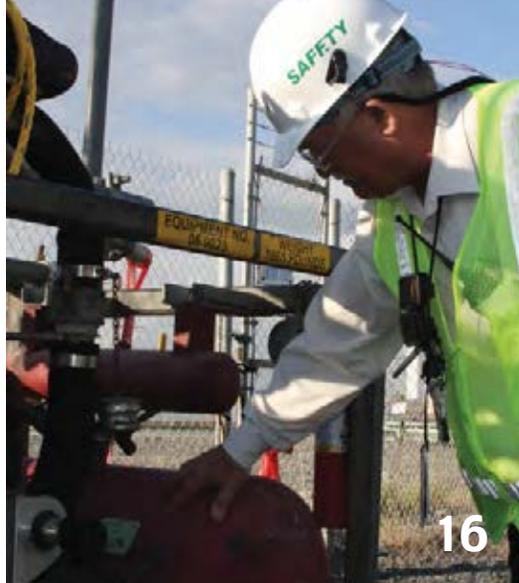
Cascadia Rising:

Practicing for the darkest days





10



16



26

On the cover: Across the states of Washington, Oregon, and Idaho, as well as Alberta and British Columbia, more than 150 utilities, non-government organizations, and government entities, including BPA, partnered in Cascadia Rising, the largest regional exercise in Northwest history. The exercise was designed to stress the capabilities and infrastructure of cities and counties as well as state, tribal, and federal resources to respond to a disruptive event on a mass scale.

Opinions expressed in single articles are not necessarily policies of the Association. For permission to reprint articles, write or call the associate editor.

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AUGUST 2016 • VOLUME 70 • NUMBER 8

- 3 NWPPA NEWS**
- 7 TRAINING OPPORTUNITIES**
- 10 COMMUNITY OUTREACH**
- 12 ENERGY EFFICIENCY**
- 14 MARKETING & COMMUNICATION**
- 16 SAFETY**
- 18 MEMBER NEWS**
- 22 ASSOCIATE MEMBER NEWS**
- 24 WASHINGTON, D.C., REPORT**
- 26 COVER STORY**
- 30 JOB OPPORTUNITIES**



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**Coming in the next issue:
The emergence of nanogrids.**

Hone your speaking skills with a TEDx Talks trainer in Montana

Communication professionals need to not only have sharply honed writing skills, but also sharply honed speaking skills. Not only do they write newsletters, marketing copy, and social media posts, but they also make presentations to their board, provide interviews to the local media, and speak directly with their customers about new programs. That is why this year's post-NIC workshop, *Speaker Training Camp from a TEDx Trainer: How to Become a More Confident, Dynamic, and Riveting Speaker*, will focus on how to be a better speaker. In this four-hour workshop, you'll be taught some of the essentials in giving a great speech and how to create a connection with your audience.

The instructor for this event will be Tom Stenzel, a teacher, speaking coach, Aikido martial artist, and Bozeman business owner. Stenzel founded High Country Speakers where he coaches public speaking and was the owner and operator of the Western Heritage Inn for over 30 years. Between these roles and being an adjunct professor at Montana State University, Stenzel has trained thousands of people in customer service and communication skills. He applies the art of Aikido to his everyday philosophy of enticing the very best out of each individual through peace and respect. Search YouTube for his recent TEDxBozeman talk, "Presence."



The first course of action for creating any powerful presentation is discovering the message you're passionate about. Stenzel will bring his experience coaching TEDx speakers to this workshop and help attendees understand that oftentimes the best talks are those where speakers share part of their own personal story or journey that makes the topic important to them.

Attendees will be asked to prepare a three-to-four-minute speech (approximately 1-1.5 pages typed and double spaced). Speeches will then be used as the baseline for learning important principles of crafting a great presentation. If this task scares you, then this is the workshop for you!

NWPPA's *Speaker Training Camp* will be held on September 14 from 1 to 5 p.m., with lunch served at 12:30 p.m. The event will be held immediately after the NIC at the DoubleTree Hotel Missoula Edgewater in Montana. Event pricing starts at only \$175, but the Early Bird deadline is August 14, so act fast!

For more information about the event, go to www.nwppa.org or contact Elaine Dixon at elaine@nwppa.org or (360) 816-1445. **NWPPA**

The NIC is next month – are you registered?

Along with the post-conference class, be sure to join us next month in Missoula, Mont., September 11-14, for the full conference. The NIC officially starts Sunday evening, September 11, with a hosted welcome reception and — if the weather cooperates — a barbecue outside under the stars of Big Sky Country. Attendees at Sunday's reception will also get to vote for the first-ever People's Choice Award; all photo entries from the Excellence in Communication Contest will be onsite and you can vote for your favorite. The award will then be presented with the other communication awards on Tuesday evening at the camping-themed banquet — don't forget to come casual and bring your best outdoors outfit to be eligible for the best-dressed award at the banquet.

To register for the NIC or view the program, visit www.nwppa.org. If you have any questions about this year's NIC or are interested in available sponsorship opportunities, please direct your questions to Elaine Dixon at (360) 816-1445 or elaine@nwppa.org.

NWPPA



Scan this QR code with your phone to also download the NIC app.

DER Conference will have a regional focus

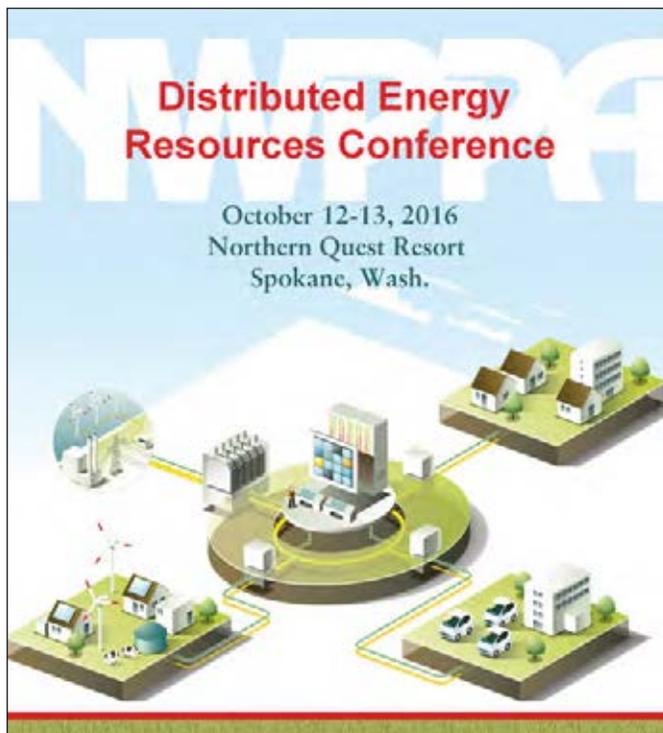
Join your industry peers at the Northern Quest Resort in Spokane, Wash., on October 12-13, 2016, at our conference on distributed energy resources (DER) and how it applies to our region. This conference is designed to present and discuss ideas, options, and resources to help you initiate or improve your utility's plans for DER through speakers, panel presentations, and networking.

Come to Spokane to hear what utilities such as Snohomish PUD, Idaho Falls Power, Avista, Eugene Water & Electric Board, and Umatilla Electric Cooperative are doing with DER. Learn about DER projects and ideas at other organizations across the country, such as Electric Power Research Institute, CoServ Electric Cooperative in Texas, Sunverge out of California, Pacific Northwest National Laboratory, NRTC, and many others.

The presentation topics will vary across a range of DER topics. For example, one presentation will focus on utility solar projects and consider why a utility in this region would even build a solar power plant when they have some of the lowest power prices in the country. Kevin Ince, finance manager at Umatilla Electric Cooperative (UEC) in Oregon, will discuss UEC's 1.3-megawatt utility-scale solar plant. He will discuss the drivers behind the utility's decision to build the project and the results. As the project manager, he worked on the project from its initial business case to commissioning, and came in ahead of schedule and under budget.

Another presentation includes a talk by Jason Zyskowski, manager of Substation Engineering at Snohomish PUD. He will go over his utility's new battery storage systems, and the drivers behind its investment in this expanding technology. As with UEC in Oregon, in a region where low power costs exist, why would a utility invest in battery storage? Zyskowski will explain the business case for the Snohomish project.

For many utilities in states with low power costs, general managers and engineering managers struggle with the justification for DER in their service territory. Gary Saleba, president and CEO of EES Consulting, will talk about the drivers



of DER that utilities across the West are facing. Understanding the drivers can help you to determine if a DER project makes sense for your utility. After Saleba's introduction of DER drivers, Ken Munson, president of Sunverge, will discuss how these drivers have created an eye-opening example of what some utilities are doing with small battery storage systems.

NWPPA knows you have many options for attending conferences, especially on emerging topics like DER. However, you will not want to miss this conference because it not only focuses on the western region, but you will also have the opportunity to network at it with utility colleagues from your same region.

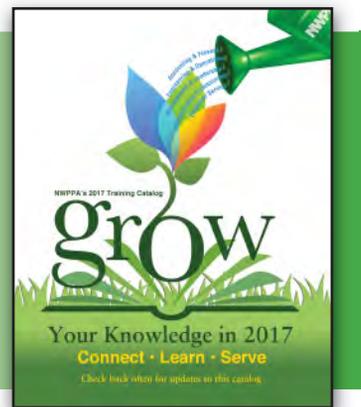
Those who will benefit from the conference include

general managers; engineering managers; system engineers and planners; transmission, distribution, and generation engineers; power planners; operations managers and superintendents; system operators; and anyone that would benefit from the planned presentations and discussions on DER.

For more information about the DER Conference, visit www.nwppa.org or contact Scott Lowry at slowry@nwppa.org. **NWPPA**

Coming soon!

Keep an eye out for the new and improved 2017 NWPPA Event Catalog in early September. This year's catalog will have expanded content and a fresh new look. Stay tuned!



3 Cs attendees to re-energize at this year's conference

Come join other members of the credit, collections, and customer service groups who will gather in Tulalip, Wash., on October 26-28. Leveraging on the theme of *Power Up at the 3 Cs: Recharge Your Customer Service Battery*, attendees will gain new insights and establish valuable relationships with their peers at the conference, and return to work re-energized!

A highlight of the conference this year is popular and dynamic presenter Carol Fredrickson of Violence Free. A past speaker and the instructor of one of NWPPA's classes, *Violence Prevention: Staying Safe and Secure at Work*, Fredrickson will deliver two presentations. In the first presentation, *Responding to Volatile Situations*, she will cover real-life scenarios dealing with the mentally ill, drug abuse, and robbery. In her second presentation, *The Power of the EXCEPTIONAL YOU!*, she will offer advice on how to own your own professionalism; choose pride, excellence, and respect; and how to never say no.

Other presentations include:

- *The Utility of the Future: Through the Customer Service Looking Glass* — Annette Creekpaum, general manager, Mason County PUD No. 3
- *Motivation, Professional Development, and Career Planning* — Tamara Mack, owner, Tamara Mack Consulting
- *Cybersecurity is a Customer Service Issue* — Joel Moore, network systems supervisor, Mason County PUD No. 3
- *Using Customer Data* — Tom DuBos, regional business manager, NISC
- *Ergonomics on a Budget* — Gretchen Erga, director of health and wellness, ESCI

In addition, there will be panel discussions on solar; privacy, security, and confidentiality; and on collections and revenue protection. Other activities include three roundtable discussions, an evening reception, and an optional dinner outing to Rams Restaurant and Brewery. In keeping with a long-standing 3 Cs tradition, each attendee will bring a door prize so that everyone can go home with something special.

Power Up at the 3 Cs
Credit, Collections, and Customer Service

Recharge your customer service battery!

October 26-28, 2016
Tulalip Resort, Tulalip, Wash.

The graphic features a central illustration of a green battery character with a lightning bolt symbol on its chest, wearing a grey cape and green gloves. The character is standing on a green horizontal bar. Above the character, the text 'Power Up at the 3 Cs' is written in a large, green, rounded font, with 'Credit, Collections, and Customer Service' in a smaller, black font below it. Below the character, the text 'Recharge your customer service battery!' is written in a bold, black font. At the bottom, the dates 'October 26-28, 2016' and location 'Tulalip Resort, Tulalip, Wash.' are listed. A black arrow points from the bottom right towards the dates.

Managers and supervisors are invited to come a day early to attend the pre-session, *Grow Me! A Manager's Roadmap to Developing and Engaging Employees*, on October 25. Tamara Mack of Tamara Mack Consulting has designed this interactive and engaging class to prepare managers with the knowledge and tools they need to move employee development to the next level. Attendees will learn about the roles and responsibilities in employee development; what to do when they and their employees see their development and performance differently; and how to have conversations around career development. They will gain coaching for success techniques to use with employees at all levels of development.

The conference will be held at the Tulalip Resort in Tulalip, Wash., just north of Seattle. Be sure to book your room by September 26, 2016, to secure the special room rate of \$159 for a single/double. Mention that you are with the NWPPA 3Cs Conference when booking your reservation. Please note that there are a limited number of rooms in the NWPPA room block so reserve your room early.

For additional information about the conference or the pre-session, visit nwppa.org or contact Bonnie McCombs at (360) 816-1446 or bonnie@nwppa.org. **NWPPA**

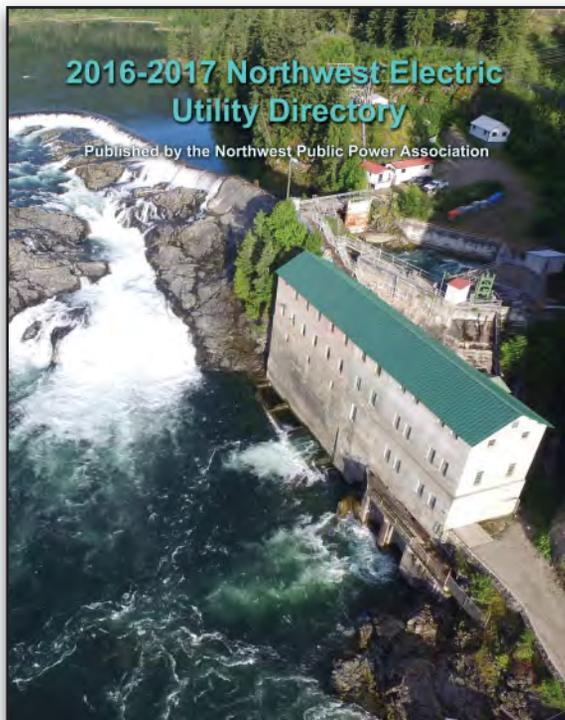
2017 E&O booth sales begin next month

Booth sales for the E&O Conference & Trade Show in Reno, Nev., will open on Friday, September 23, and close on Friday, October 14 — or when all booth spaces are sold.

Presales were held during the 2016 Trade Show in Spokane last April. At the time this issue went to press, there were only 26 10x10 spaces, two 20x20, and one 20x30 equipment space still available.

If you did not purchase booth space in the April presale and would like to be included in the September general sale, please contact Jenny Keesey at jennifer@nwppa.org or (360) 901-3131.

For anyone looking for a way to gain value-added company name recognition with our members while in Reno, sponsorship opportunities are also available. Please contact Janet Denman at janet@nwppa.org, or Keesey at jennifer@nwppa.org for a complete list of options. **NWPPA**



Watch your mailbox for the new 2016-2017 Northwest Electric Utility Directory!



A look back at public power

50 years ago — 1966

Douglas Electric's Harold Backen Jr. received NWPPA's Distinguished Service Award (Ore.) ... Richland City Light worked out the illumination facilities for an 18-hole public golf course so full-regulation golf could be played at night (Wash.) ... Tillamook County PUD won an American Public Power Association (APPA) first-place award in its class for promoting power use among its customers (Ore.) ... Skagit County PUD, with the help of Boy Scouts and Girl Scouts, planted over 2,000 Douglas firs in two plots totaling five acres above Judy Reservoir (Wash.) ... Representatives of five Pacific Northwest governors agreed to ask the President to create the Pacific Northwest River Basin Commission.

25 years ago — 1991

The sale of Inland Power & Light's north-end electrical system to the Pend Oreille County PUD was completed (Wash.) ... A new hydro project at The Dalles Dam built by Northern Wasco County PUD went online and into operation (Ore.) ... The Alaska Energy Authority named Charlie Bussell as its new executive director ... Yellowstone Valley Electric Cooperative filed action against Montana Power Company, claiming the investor-owned utility has violated Montana's territorial integrity act ... Lewis County PUD broke ground on August 2 on its Cowlitz Falls Dam (Wash.).

5 years ago — 2011

The Sacramento Municipal Utility District (SMUD), the Modesto Irrigation District (MID), Roseville Electric, and Redding Electric Utility formed the Balancing Authority of Northern California (BANC) — a joint power authority that gives each utility ownership of the entity ... Oregon Trail Electric selected Ned Ratterman for the position of director of Operations ... The Lower Elwha Klallam Tribe partnered with PUD No. 1 of Clallam County and the Bonneville Power Administration (BPA) to use the grant funds to retrofit 42 homes with ductless heat pumps (Wash.). **NWPPA**

NWPPA Fall Training and Event Lineup

September - December 2016



Please go to our website (www.nwppa.org) to view the full descriptions for these and other courses.

NORTHWEST COMMUNICATIONS & ENERGY INNOVATIONS CONFERENCE (NIC)

Who Should Attend: Marketing, public relations, communications, energy services, renewable energy, and key accounts employees, as well as any employee and board member with an interest in these areas. For more information, see page 3.

SEPTEMBER 11-14, 2016 — MISSOULA, MONT.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 3: DAY 1 — ORGANIZATIONAL DYNAMICS, TEAMS, AND DIVERSITY

Who Should Attend: Administrative assistants, executive secretaries, and employees in administrative or service-oriented professional roles.

SEPTEMBER 13, 2016 — LEAVENWORTH, WASH.

ENVIRONMENTAL TASK FORCE MEETING

Who Should Attend: Utility environmental professionals (new and experienced), government agency staff, vendors, and anyone who is tasked with or interested in environmental issues, regulatory compliance, or mitigation in the environmental arena of electric utilities.

SEPTEMBER 13, 2016 — BOISE, IDAHO

NIC POST-CONFERENCE CLASS: SPEAKER TRAINING CAMP FROM A TEDx TRAINER: HOW TO BECOME A MORE CONFIDENT, DYNAMIC, AND RIVETING SPEAKER

Who Should Attend: Marketers, communicators, public affairs employees, and other interested employees who make presentations and speeches to either an internal or external audience. For more information, see page 3.

SEPTEMBER 14, 2016 — MISSOULA, MONT.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 3: DAY 2 — PROJECT MANAGEMENT

Who Should Attend: Administrative assistants, executive secretaries, and employees in administrative or service-oriented professional roles.

SEPTEMBER 14, 2016 — LEAVENWORTH, WASH.

HAZWOPER 8-HOUR FIRST RESPONDER AWARENESS AND REFRESHER TRAINING FOR UTILITY PERSONNEL

Who Should Attend: This is required training for first responders who are likely to witness or discover a hazardous substance release and need to initiate an emergency response sequence by notifying the proper people; or individuals who respond to releases of hazardous substances as part of the initial response for the purpose of protecting nearby persons, property, or the environment from the effects of the release.

SEPTEMBER 14, 2016 — BOISE, IDAHO

A GUIDE TO THE WONDERFUL WORLD OF RUS ACCOUNTING

Who Should Attend: Accounting staff from cooperatives and any other utility using RUS accounting methods.

SEPTEMBER 14-15, 2016 — LEAVENWORTH, WASH.

DISTRIBUTION ENGINEERING SERIES: SESSION 2 — OVERCURRENT PROTECTION

Who Should Attend: Engineers and senior technical personnel involved in selecting and coordinating overcurrent protection devices.

SEPTEMBER 14-15, 2016 — VANCOUVER, WASH.

THE CUSTOMER FOCUS

Who Should Attend: All employees who want to improve their internal and external customer relationships.

SEPTEMBER 14-15, 2016 — SACRAMENTO, CALIF.

WRITING EFFECTIVE JOB DESCRIPTIONS

Who Should Attend: Anyone who needs to write job descriptions for positions, including board members, utility managers, and human resources staff.

SEPTEMBER 14-15, 2016 — SACRAMENTO, CALIF.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 3: DAY 3 — GETTING SUPPORT FOR IDEAS/PRESENTATION SKILLS

Who Should Attend: Administrative assistants, executive secretaries, and employees in administrative or service-oriented professional roles.

SEPTEMBER 15, 2016 — LEAVENWORTH, WASH.

SPCC PLANS FOR UTILITY PERSONNEL

Who Should Attend: All employees with environmental responsibilities, including supervisors and managers that oversee environmental programs.

SEPTEMBER 15, 2016 — BOISE, IDAHO

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 3: DAY 4 — PERFORMANCE MANAGEMENT/SELF APPRAISALS/GOAL SETTING

Who Should Attend: Administrative assistants, executive secretaries, and employees in administrative or service-oriented professional roles.

SEPTEMBER 16, 2016 — LEAVENWORTH, WASH.

LEADERSHIP SKILLS #2: LEADERSHIP CHALLENGES

Who Should Attend: Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

SEPTEMBER 21-22, 2016 — COEUR D'ALENE, IDAHO

TRAINING OPPORTUNITIES

MONTANA ENGINEERING MEETING

Who Should Attend: Engineering managers and staff from public electric utilities within Montana. (Only utility employees may attend this event.)

SEPTEMBER 29-30, 2016 — CUT BANK, MONT.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 2: DAY 1 — CRITICAL THINKING AND DECISION-MAKING SKILLS

Who Should Attend: Executive secretaries, administrative assistants, and secretaries.

OCTOBER 4, 2016 — ANCHORAGE, ALASKA

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 2: DAY 2 — POSITIVE ASSERTIVENESS

Who Should Attend: Executive secretaries, administrative assistants, and secretaries.

OCTOBER 5, 2016 — ANCHORAGE, ALASKA

SENIOR LEADERSHIP SKILLS #4, SERIES 4: LEAD YOUR ORGANIZATION

Who Should Attend: Directors, managers, graduates of the Leadership Skills series, and newly appointed senior leaders.

OCTOBER 5-6, 2016 — VANCOUVER, WASH.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 2: DAY 3 — ORGANIZATIONAL SKILLS; TIME & STRESS MANAGEMENT

Who Should Attend: Executive secretaries, administrative assistants, and secretaries.

OCTOBER 6, 2016 — ANCHORAGE, ALASKA

ADMINISTRATIVE PROFESSIONAL CERTIFICATE LEVEL 2: DAY 4 — PERSONAL STRATEGIES FOR NAVIGATING CHANGE

Who Should Attend: Executive secretaries, administrative assistants, and secretaries.

OCTOBER 7, 2016 — ANCHORAGE, ALASKA

ONLINE — DISTRIBUTION ENGINEERING SERIES: SESSION 3 — OVERVOLTAGE PROTECTION WEBINAR

Who Should Attend: Engineers and senior technical personnel involved in the selection and location of lightning arrestors and proper system grounding.

OCTOBER 11, 2016 — ONLINE PRESENTATION

2620 – DIRECTOR DUTIES AND LIABILITIES — CREDENTIALLED COOPERATIVE DIRECTOR (CCD) CERTIFICATE

Who Should Attend: Directors, policy makers, and general managers.

OCTOBER 12, 2016 — LAKEWOOD, WASH.

DISTRIBUTED ENERGY RESOURCE CONFERENCE

Who Should Attend: Utility personnel, including engineering managers; system engineers; system planners; transmission, distribution, and generation engineers; operations managers and superintendents; system operators; and general managers. For more information, see page 4.

OCTOBER 12-13, 2016 — SPOKANE, WASH.

PROJECT MANAGEMENT

Who Should Attend: Administrative assistants, executive assistants, and anyone new to project management.

OCTOBER 12-13, 2016 — RICHLAND, WASH.

LABOR AND EMPLOYEE RELATIONS GROUP ANNUAL MEETING

Who Should Attend: Members of the NWPPA Labor and Employee Relations Group, which includes general managers, operations managers, labor relations professionals, and human resources professionals. Non-members may attend if they are part of a utility and are members of NWPPA.

OCTOBER 12-14, 2016 — COEUR D'ALENE, IDAHO

2620 – BOARD OPERATIONS AND PROCESS – CREDENTIALLED COOPERATIVE DIRECTOR (CCD) CERTIFICATE

Who Should Attend: Directors, policy makers, and general managers.

OCTOBER 13, 2016 — LAKEWOOD, WASH.

UNBUNDLED COST OF SERVICE AND RATE DESIGN

Who Should Attend: Accounting and finance staff, policy makers, or any utility employee with an interest in ratemaking and/or cost of service analysis.

OCTOBER 18-19, 2016 — SALT LAKE CITY, UTAH

KEY TOPICS IN UTILITY ACCOUNTING

Who Should Attend: Employees who are new to utility accounting; employees in the industry who need to understand the special requirements of utility accounting; and employees who would like a more in-depth understanding of utility accounting systems.

OCTOBER 19-20, 2016 — SALT LAKE CITY, UTAH

LEADERSHIP SKILLS #2: LEADERSHIP CHALLENGES

Who Should Attend: Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

OCTOBER 20-21, 2016 — SALT LAKE CITY, UTAH

3 Cs PRE-CONFERENCE CLASS: GROW ME! A MANAGER'S ROADMAP TO DEVELOPING AND ENGAGING EMPLOYEES

Who Should Attend: Managers and supervisors within all areas of the utility.

OCTOBER 25, 2016 — TULALIP, WASH.

ELECTRIC UTILITY SYSTEM OPERATIONS

Who Should Attend: Any electric utility industry employee (utility or vendor) whose job performance will benefit from a basic understanding of the operations side of the utility business, including engineering; operations; safety; purchasing; information technology; regulatory and rates; customer service; public relations; legal; accounting; as well as utility commissioners and board members.

OCTOBER 25-27, 2016 — SEA-TAC, WASH.

3 Cs CONFERENCE: CREDIT, COLLECTIONS, AND CUSTOMER SERVICE

Who Should Attend: Customer service, credit, and collections managers, supervisors, and employees. For more information, see page 5.

OCTOBER 26-28, 2016 — TULALIP, WASH.

STAKING TECHNICIAN CERTIFICATION PROGRAM — NESC & UTILITY SPECIFICATIONS

Who Should Attend: Staking technicians.

OCTOBER 31-NOVEMBER 2, 2016 — PORTLAND, ORE.

ELECTRIC UTILITY SYSTEM OPERATIONS

Who Should Attend: Any electric utility industry employee (utility or vendor) whose job performance will benefit from a basic understanding of the operations side of the utility business, including engineering; operations; safety; purchasing; information technology; regulatory and rates; customer service; public relations; legal; accounting; as well as utility commissioners and board members.

NOVEMBER 2-3, 2016 — ANCHORAGE, ALASKA

LINEMAN SKILLS SERIES: AC TRANSFORMERS, ADVANCED THEORY, AND PRACTICAL APPLICATION

Who Should Attend: Journeyman linemen, foremen/supervisors, engineers, and those involved in planning, scheduling, and engineering operations for a utility.

NOVEMBER 2-3, 2016 — ANCHORAGE, ALASKA

WORKPLACE INVESTIGATIONS FOR MANAGERS: RESPONDING TO EMPLOYEE COMPLAINTS

Who Should Attend: Managers, supervisors, and human resources professionals.

NOVEMBER 2-3, 2016 — VANCOUVER, WASH.

MAJOR CHANGES AND GENERAL OVERVIEW OF THE 2017 NESC

Who Should Attend: Engineers, staking engineers, operations supervisors, foremen, technicians, linemen, safety personnel, and inspectors. Prior knowledge of the National Electrical Safety Code (NESC) is not required.

NOVEMBER 3, 2016 — VANCOUVER, WASH.

STAKING TECHNICIAN CERTIFICATION PROGRAM – OBTAINING PERMITS

Who Should Attend: Staking technicians.

NOVEMBER 3-4, 2016 — PORTLAND, ORE.

OUTLOOK AND ONENOTE: DYNAMIC DUO

Who Should Attend: Anyone who uses Outlook and would like to increase efficiency organizing electronic communication; and anyone who could benefit from OneNote's function as a simple, quick storage and reference system.

NOVEMBER 8, 2016 — VANCOUVER, WASH.

FOREMAN LEADERSHIP SKILLS #3 – REDUCING CONFLICTS; COMMUNICATION AND CUSTOMER SERVICE

Who Should Attend: Foremen and crew leaders.

NOVEMBER 8-9, 2016 — RICHLAND, WASH.

WOMEN IN PUBLIC POWER CONFERENCE

Who Should Attend: Women in the power industry.

NOVEMBER 8-10, 2016 — PORTLAND, ORE.

MASTERING WORD

Who Should Attend: Anyone who currently uses Word and would like to increase knowledge and efficiency utilizing simple automation and styles.

NOVEMBER 9, 2016 — VANCOUVER, WASH.

MASTERING ROBERT'S RULES OF ORDER

Who Should Attend: Policymakers, general managers, clerks to the board, executive secretaries, administrative assistants, and any utility employee participating in board or commission meetings.

NOVEMBER 9-10, 2016 — PORTLAND, ORE.

MONITORING BUDGETS AND FINANCIAL ANALYSIS

Who Should Attend: Finance and accounting employees; senior management or policy makers; or any employee seeking to increase his or her knowledge of the budgeting process that takes place at electric utilities.

NOVEMBER 15, 2016 — SEATTLE, WASH.

QUALIFIED WORKER TRAINING – OSHA 1910.269

Who Should Attend: Individuals who do not hold an electrical journeyman certificate, but as a part of their duties must enter or open secured areas such as substations, padmounted transformers, switchgear, vaults, and metering cabinets.

NOVEMBER 15, 2016 — VANCOUVER, WASH.

ELECTRIC UTILITY SYSTEM OPERATIONS

Who Should Attend: Any electric utility industry employee (utility or vendor) whose job performance will benefit from a basic understanding of the operations side of the utility business, including engineering; operations; safety; purchasing; information technology; regulatory and rates; customer service; public relations; legal; accounting; as well as utility commissioners and board members.

NOVEMBER 15-16, 2016 — SPOKANE, WASH.

LINEMAN SKILLS SERIES: AC TRANSFORMER THEORY AND APPLICATION; REGULATORS AND CAPACITORS

Who Should Attend: Linemen, linecrew foremen, substation personnel, electrical engineers, safety managers, and all personnel that would benefit from a theoretical and practical knowledge of AC transformers, regulators, capacitors, and grounding.

NOVEMBER 15-17, 2016 — SPOKANE, WASH.

GROUNDING AND POWER QUALITY

Who Should Attend: Engineers, engineering technicians, and engineering supervisors and managers, as well as personnel in operations that would benefit from an understanding of grounding and power quality.

NOVEMBER 16, 2016 — VANCOUVER, WASH.

LEADERSHIP SKILLS #3: PERSONALITIES AND ATTITUDES IN THE WORKPLACE

Who Should Attend: Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future and have completed *Leadership Skills Session #1: Situational Leadership*.

NOVEMBER 16-17, 2016 — SEATTLE, WASH.

POWER FACTOR AND HARMONIC ANALYSIS

Who Should Attend: Engineers, engineering technicians, and engineering supervisors and managers, as well as personnel in operations that would benefit from an understanding of power factor and harmonic analysis.

NOVEMBER 17, 2016 — VANCOUVER, WASH.

ENTERPRISE RISK MANAGEMENT: A SUCCESSFUL IMPLEMENTATION

Who Should Attend: Chief financial officers, senior-level accounting staff, auditors, general managers/CEOs, policymakers, and legal counsel. (Please note that *ERM: Adding Value to Your Organization* is not a pre-requisite for this class.)

NOVEMBER 17-18, 2016 — SEATTLE, WASH.

EMPLOYER COLLECTIVE BARGAINING TEAM PREPARATIONS

Who Should Attend: General managers, operations managers, members of the employer bargaining team, and chief negotiators. We recommend that you send more than one team member to this class.

NOVEMBER 28-29, 2016 — KENNEWICK, WASH.

LEADERSHIP SKILLS SERIES SESSION #5: SUPERVISING UNION EMPLOYEES

Who Should Attend: Operations directors, managers, line superintendents, labor relations professionals, and human resource managers who supervise union employees and deal with stewards and officers of the union. This is an optional course in the Leadership Skill Series.

NOVEMBER 30-DECEMBER 2, 2016 — KENNEWICK, WASH.

HACK ATTACK 2.0

Who Should Attend: CEOs, general managers, and board and commission members.

DECEMBER 7, 2016 — PORTLAND, ORE.

LINEMAN SKILLS SERIES: AC TRANSFORMERS, ADVANCED THEORY, AND PRACTICAL APPLICATION

Who Should Attend: Journeyman linemen, foremen/supervisors, engineers, and those involved in planning, scheduling, and engineering operations for a utility.

DECEMBER 7-8, 2016 — SALT LAKE CITY, UTAH

FOREMAN LEADERSHIP SKILLS #4 – DEVELOPING MANAGEMENT SKILLS; BUILDING AN EFFECTIVE WORK GROUP

Who Should Attend: Foremen and crew leaders.

DECEMBER 14-15, 2016 — RICHLAND, WASH. NWPPA

by Martha Foley

Clark's Home & Garden Idea Fair celebrates its 25th year in the community



(L-R) Lori Wyrick and Sarah Robinson, Water Department employees, offer guests free water bottles at the fair. All photos provided by Clark Public Utilities.

For the past 25 years, Clark Public Utilities in Vancouver, Wash., has hosted the Home & Garden Idea Fair during the last weekend in April. This free event helps kick off the home improvement season and provides the utilities with a valuable outreach opportunity to engage customers. On average, 20,000 people attend each year to take advantage of free home improvement seminars, fun activities for kids, and the hundreds of local businesses and community organizations that come out to showcase products and services for the home, yard, and garden.

“Part of what makes this event so popular is that there is something for everyone,” said Heather Allmain, communications services manager for Clark Public Utilities and organizer of the Home & Garden Idea Fair. “Where else can kids and kids at heart wear a hardhat and pull a cutout with a hotstick, create a pinecone birdfeeder, plant flowers they can take home, and learn all about the basics of electricity — for free?”

Along with fun things for families, there are hundreds of local vendors promoting products to help improve the home and surrounding landscape. In partnership with the Specialty Nursery Association of Clark County, the Home and Garden Idea Fair also includes the largest plant sale in the region with more than 50 local nurseries selling trees, shrubs, flowers, and vegetable starts, just in time for spring planting.

“To keep the show fresh and exciting, we try to do something new each year, like bringing in the vintage line truck — generously lent to us from SnoPUD for the utility’s 75th anniversary a few years ago — and showcasing a timeline of utility technology using meters dating back to the early 1900s that our meter shop has lovingly collected and restored,” said Allmain. “In other years we’ve erected a 30-foot pole with crossarms and a transformer inside the exhibition hall and brought in a full-size bucket truck.”

This year, Clark Public Utilities celebrated the 25th anniversary of the home show with a preview garden party event and launch of the utility’s new public website with multiple video screens on display; a custom video tour of the new website’s features, including online outage reporting; and an educational resource center. Employee volunteers staffed counters made from reclaimed pallets and talked with customers about programs and services offered by the various utility departments.

“The event provides a unique setting to engage customers face to face and answer questions about outage preparedness, safety, service restoration, and environmental efforts,” Allmain explained. “We receive feedback we’d probably never hear otherwise in a setting where customers are interested and appreciative.”

Also new this year was a popular 250-square-foot tiny house, a trend that continues to gain momentum in the region. The tiny house, open for tours, showcased energy-efficient technologies and was surrounded by small-space garden patio examples for micro-living inspiration. This was in contrast to the Energy Smart Home (rebranded this year as the Innovation Home) built in partnership with New Tradition Homes that features more full-size green building ideas.

Every year, Clark Public Utilities’ communications team begins the process of planning for the show in October, thinking big about emerging home and garden trends, new energy-efficiency technologies, and relevant utility programs and improvements customers may be interested in seeing up close. “When it comes to the actual production of the show, we rely heavily on our employee volunteers,” said Allmain. “Each year more than 200 utility employees volunteer to help set-up, staff, and take down the show, answering ques-

tions and chatting with customers throughout the weekend. It's something we all look forward to."

Teaming up with local businesses and community organizations has long been a part of the Home & Garden Idea Fair as well, and is key to its success.

In the past 25 years, the Home & Garden Idea fair has become an annual tradition for utility customers.

"Were we to try and get an event like this off the ground today, it probably wouldn't be possible because it is such an undertaking," said Allmain. "But after 25 years, it truly is a community tradition and one of the biggest ways we give back to our customers. For us, that's part of what it means to be public power." **NWPPA**

Martha Foley is a communications coordinator at Clark Public Utilities and can be contacted at mfoley@clarkpud.com.



Top: More than 50 local nurseries participate in the plant sale in partnership with the Specialty Nursery Association of Clark County.



Right: A wee fair visitor shows off her lineman hard hat in the utility display area.

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by Carmen Proctor

Innovative EcoSave program helps Nelson Hydro's customers save energy

Nelson Hydro is an electric utility owned by the City of Nelson, which is in British Columbia. Nelson is in southeastern B.C. and a part of the West Kootenays. It is the only municipally owned electric utility in B.C. that generates and distributes hydroelectricity to its customers. The history of Nelson Hydro is rich and interesting; however, this story is about how the community became engaged in a program to reduce building energy use.

Nelson Hydro developed an energy retrofits program that launched in 2012. The goal was to have 200 homes register for the program during the pilot phase of 2012 and 2013. This target was met in the first three months, with over 50 customers registering in the first week and now over 500 homeowners are registered. Nelson Hydro created a simple way for its customers to look at reducing energy use, knowing that the process can be overwhelming. The program is called EcoSave and due to its success it is now an ongoing program that has expanded from mainly residential houses to various types of buildings and also offers solar energy.

Homeowners can receive an energy evaluation at a reduced rate, a local contractor list, and access to the current rebate offers plus on-bill financing. Owners of multi-unit residential buildings or businesses can also register for EcoSave; the process differs than that of homeowners in that they don't have the same energy evaluation for larger buildings. Building owners sign up and then they are given the current rebate offers and programs that their building or business would qualify for, then the owner makes decisions towards which upgrades they wish to complete. The offer of solar energy is through a community solar garden and is an expansion of the EcoSave program, but it is separate from the energy retrofits and is available to anyone with a Nelson Hydro account.

When it comes to saving energy through making upgrades, the process is simple, no matter what type of building. For a residential home, the homeowner signs up and then is contacted by the service provider who schedules the energy evaluations. A certified energy advisor performs the evaluation and takes a look at the insulation levels; windows and doors; space and water heating; and ventilation. Once the energy evaluation is completed, the homeowner receives a report that is specific to the home's energy use, which is calculated in gigajoules and also includes a comparison to the home's current energy use and how much it could be reduced if the recommended upgrades were completed.

The homeowner makes all of the decisions at this point, choosing to do a deep retrofit or perhaps nothing, depend-



(L-R) EcoSave Program Coordinator Carmen Proctor and City Manager Kevin Cormack, who registered for the program and received a bag of free energy-efficiency products. Photo provided by Nelson Hydro.

ing on the outcome of the report. It has been found that most homeowners do something, even if it is just some weatherproofing or adding insulation. An added bonus of the evaluation is that the energy advisor adds up all of the leaks in the home, and then gives the homeowner a measurement of how big the hole is that they have in their wall open to the outside at all times, this has proven to be very motivating at getting those leaks sealed up. The analysis of the energy savings during the pilot phase shows that those who completed retrofits are now saving an average of 30 percent on energy, every year. An EnerGuide rating for the home can be achieved if the homeowner completes the entire process.

The program has been very successful and continues to be; this is due to many things but an important one is that there is a dedicated program manager who engages directly with the community and is accessible. Another factor in the program's success was the early community outreach; even before the program was launched, the program manager set up meetings with those in the community who were connected to buildings and energy, including the supplier and contractor community, the real estate offices, and other community groups who were very connected. The program manager also coordinates events, and markets the program as needed, especially during times when new rebates are announced and customers need to be aware of deadlines.

Another success of EcoSave is the on-bill financing option that customers can access. This is a unique loan system that enables the customer to receive a loan for energy upgrades and then repays it on the electric utility bill. This feature has added to the success of the program; without it, some homeowners would not have been able to follow through with their upgrades. The system is designed to help those who can't afford their bills and may not have access to credit to do energy upgrades. The approval process reviews the account for the prior two years to see if it has been in good standing; if it has and the applicant owns the home, then the loan is approved. This means that the debt and credit information is not required, making the access to this loan system simple and successful.

Now, you may be thinking that is a risky way to give out loans, but in actual fact, it isn't. The same default mechanism that is already in place when a customer does not pay the electric bill is used in the case of a loan default, so there is very low risk to the utility and the City of Nelson. In the case of an unpaid loan, the power can be cut off and then the balance can be transferred to property taxes, which is why the applicant must own the home. The statistics show that the default rate on an energy retrofits loan is less than .02 percent; this is mainly due to the fact that the customer is not taking on bad debt, and that they are using some of the savings created by the upgrade towards the loan payment. This popular option gives the customer access up to \$16,000 at 3.5 percent over a 5- or 10-year amortization period.

When it comes to saving energy through making upgrades, the process is simple, no matter what type of building.

The community of Nelson is considered a leader in the province of B.C., and in Canada, when it comes to energy and greenhouse gas reductions through the EcoSave program. Nelson Hydro has been involved in assisting other communities and continues to be contacted by others who wish to offer similar energy savings programs as well as community solar. **NWPPA**

Carmen Proctor is the EcoSave program coordinator for Nelson Hydro in Nelson, B.C. She can be contacted at either (250) 509-2021 or CProctor@nelson.ca.

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by Chuck Allen

Experiencing speed

How Grant PUD successfully markets its broadband network



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* Grant PUD has the fastest download speed in the nation according to Gizmodo.com

Above is an example of the ads that focused on how customers could use the new Grant PUD High Speed Network to make connections in their lives.

Grant PUD was one of the first public power agencies in the country to bring a broadband communications network to its customers when it began installing fiber-optic service to homes in 2000. While the network provided a world-class service in rural Grant County, only 30 percent of customers in fiber areas subscribed to the service.

One of the main factors for the low subscription rate was the lack of consistent marketing and brand identity. For several years, the philosophy at Grant PUD placed the marketing burden on retail Internet service providers who purchase access to the PUD's wholesale system. By 2013, it became apparent that a marketing plan was needed to grow the subscriber base and help make the network financially sustainable. This was especially true in the face of increased competition from national telephone, cable, and satellite providers. Grant PUD's public affairs department, which is responsible for marketing the utility's services, was charged with the task of developing a marketing plan.

While developing the plan, Public Affairs examined some of the most successful wholesale marketing campaigns, including Ford, Budweiser, and Pepsi. These brands had similar challenges to Grant PUD in that consumers can't go to a factory and purchase a Ford vehicle, a bottle of Budweiser, or a can of Pepsi; each of those products is purchased from retailers who provide limited advertising, but primarily, leave the wide-spread marketing efforts to the manufacturer. A similar wholesale campaign on a local level was soon in the works for Grant PUD's broadband service, with an emphasis on the quality and reliability of the product purchased from participating retail service providers.

Next came the rebranding. While it was tempting to think of a new, peppy brand name (Grant PUD's broadband service was originally called Zipp for the first few years.), the utility made the decision to roll the network into the positive branding and image that already existed under the Grant PUD umbrella. A customer-satisfaction survey conducted in 2012 showed a customer satisfaction rate approaching 90 percent for Grant PUD's reliable and affordable energy. By capitalizing on that good will, the network would be portrayed as a quality, affordable service provided by Grant PUD, rather than some new, unfamiliar entity. Hence, the broadband service was renamed Grant PUD High Speed Network.

Concurrent with the marketing and rebranding effort, a nationwide study of broadband service speeds by the tech news website Gizmodo announced that Grant County had the fastest Internet speeds in the country. Gizmodo's article generated substantial local and national interest. This independent validation became integrated into the marketing of the Grant PUD High Speed Network.

With the branding settled, an ad campaign took shape. The ads focused on how customers use the network to build connections in their lives. From connecting to loved ones over long distances, to connecting for work, healthcare, education, business,

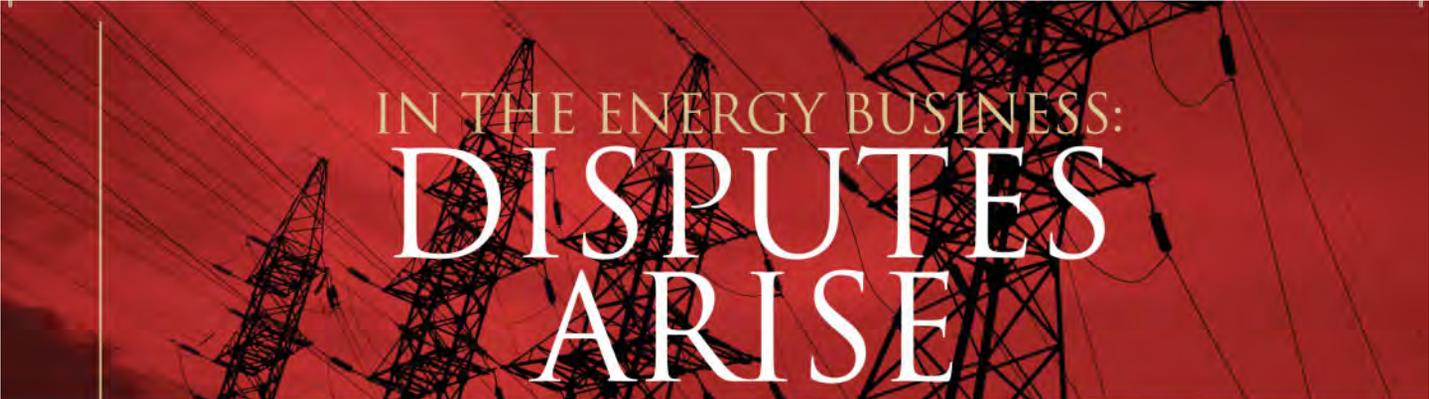
This aggressive wholesale campaign has produced dramatic results. About 30 months into the ad campaign, the subscription rate has grown from 31 to 42 percent with more than 4,000 new subscribers joining the network. A holistic marketing approach and thoughtful rebranding initiative has made the system more sustainable.

messages were deployed using radio, online, video, billboards, and direct mail pieces for customers. These tactics were targeted to areas with low subscription rates, especially those with high housing turnover (new folks moving in often didn't even know fiber service was available to them). The ads have since been modified in favor of the new slogan ("Experience speed like never before!") to simplify the message.

This aggressive wholesale campaign has produced dramatic results. About 30 months into the ad campaign, the subscription rate has grown from 31 to 42 percent with more than 4,000 new subscribers joining the network. A holistic marketing approach and thoughtful rebranding initiative has made the system more sustainable. The marketing has the additional benefit of reinforcing the role Grant PUD plays in providing necessary services to its customers — with affordable, reliable power and a quality broadband network. **NWPPA**

Chuck Allen is a public affairs officer at Grant PUD in Ephrata, Wash. He can be contacted at (509) 766-2513 or callen@gcpud.org.

or entertainment, a high-speed Internet service was no longer a luxury — it was a necessity for rural Grant County. In January 2014, newspaper print ads depicted images of people making connections through the use of technology. The images were coupled with a call to action, "Connect with the Fastest Internet in the Nation" or "Choose your service provider and get connected." Similar



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by Anna Markham

Columbia Generating Station breaks records for electricity output, safety

Energy Northwest's Columbia Generating Station is producing a facility record output of electricity for the ratepayers of the Pacific Northwest. The power production comes at a time when the nuclear facility's industrial safety performance is recognized as a top performer in the region.

"It doesn't go without saying that our generation output is at the highest level ever and safety remains undiminished," said Grover Hettel, vice president for Operations. "It takes a lot of work to achieve these standards and our employees fully grasp the importance of doing things right."

Hettel added that employees bring a discipline gained from knowing they have properly prepared through training and implementation. "But with that understanding, we also understand that the mission is better accomplished with the free flow of information and ideas at all levels," Hettel said. "We are continuously looking for ways to encourage a climate of teamwork through various methods, including communication."

Columbia Generating Station sent 9,617,206 megawatt-hours of net generation to the grid during fiscal year 2016, its second-highest fiscal year generation total ever; and Columbia set monthly records in December and January. During the scheduled refueling and maintenance outage in 2015, the plant shut down to load 248 new, higher-efficiency nuclear fuel assemblies into the reactor core and perform maintenance that can best be accomplished only when the reactor is offline. An additional 1,500 skilled outage workers were hired locally and from across the country to support maintenance projects throughout the plant. In all, workers completed approximately 2,150 work orders involving more than 13,000 tasks while incurring no Occupational Safety and Health Administration recordable injuries.

"We're proud of the massive amount of clean and reliable power we provide to the region," Hettel said, "but it's getting to the end of each and every shift safely that brings the real satisfaction and defines our nuclear culture."

The agency has two industrial safety program managers, who provide field oversight from a safety perspective on work activities, but all employees are an integral part to the agency's stellar safety record.

In support of sustaining excellence in the safety program, the agency uses a number of methods to reinforce safe behaviors:



Ed Prilucik, Industrial Safety Program manager, reviews the tag on a pressure tank outside the spray pond. Photo by Anna Markham, Energy Northwest.

Recognizing daily behaviors

On a daily basis, all employees have the opportunity to provide recognizable behaviors or areas for improvement through the agency's line of sight tool. The tool represents six critical attributes to show how daily activities and daily individual results relate to performance at the site.

Consistent training

All employees receive consistent safety training, including supplemental workers brought onboard to support the station through normal work activities or during the outage.

Pre-job brief

Employees contribute to the overall success of the agency by demonstrating the agency's safety values in every work task. Prior to beginning work in the field, the team performs a pre-job brief. The pre-job brief is an opportunity for workers to identify safety or work-related hazards before starting work and share personal operating experiences to raise awareness for the entire crew.

Safety committee

The safety committee works in conjunction to fulfill the mission of bringing consistent safety practices to the fore-

front of all operations, no matter how basic those actions may be. The safety committee meets monthly and includes a team of employees from across the organization. The committee discusses ways to reinforce safe behaviors in all areas of the plant and methods to provide immediate coaching on the spot or soon after.

Campaign

On a quarterly basis, the safety committee looks for new campaigns to raise safety awareness and employee participation. Recently, the agency launched “Why I work safely,” a campaign encouraging employees to submit photos along with brief narratives describing their individual safe work practices. The committee reviews employee submittals for publication in the agency’s internal weekly newsletter and rewards those employees with a free lunch.

Annual human performance or safety day dynamic learning activity

The agency devotes a half-day yearly for all employees to participate in activities around safe behaviors. Employees

lead the dynamic learning activities applicable to station events. The activities focus on employees in situations where they are able to evaluate and coach employees who are performing simulated work. An example includes a group of employees preparing to work on a piece of equipment and how they use verification and validation to ensure they will perform work on the correct piece of equipment.

“There are hundreds of ways daily for our team to excel in safety,” Hettel said. “Nobody on our team hesitates to coach a fellow employee on the spot if we see a poor safety behavior. And we recognize good behaviors. When it comes down to it, the station’s safety and generation performance is attributed to our employees’ commitment to excellence.” **NWPPA**

Anna Markham is with Energy Northwest Public Affairs and can be reached at ammarkham@energy-northwest.com.

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Clearwater's Vannoy honored for 40 years of service

In March 2016, Stan Vannoy completed his 40th year at Clearwater Power Company in Lewiston, Idaho. He was hired in 1976 as a lineman; today, he is the manager of Operations, overseeing line crews at the co-op's three service districts. His 40 years are the longest of any employee in the history of the co-op.

Vannoy has climbed many poles and touched many lives during this time. His knowledge of Clearwater Power's service area is uncanny. His patience is legendary, and his calming and thoughtful personality has made him very well-respected among consumers, employees, and others in the utility industry. Congratulations! **NWPPA**



(L-R) General Manager Dave Hagen presented a plaque to Stan Vannoy to commemorate his years of service.

WRECA elects Gottula to top position

The Washington Rural Electric Cooperative Association (WRECA) elected David Gottula as president for the 2016-2017 term during the association's recent Annual Meeting. Gottula is the general manager of Okanogan County Electric Cooperative in Winthrop, Wash.

Also elected as officers for the 2016-2017 term were Vice President Jerry Whitfield, secretary/treasurer of Orcas Power & Light Cooperative (Eastsound, Wash.); Secretary Susan Cutrell, general manager of Parkland Light & Water Company (Tacoma, Wash.); and Treasurer Rob Carr, CFO of Tanner Electric Cooperative (North Bend, Wash.). **NWPPA**

New HDL rate approved at Chelan

On July 18, Chelan County PUD (Wenatchee, Wash.) commissioners approved a new electric rate for customers with energy-intense loads such as server farms and similar technology operations including bitcoin mining. The action follows 18 months of analysis and gathering public comment. The rate structure is expected to recover the fair and reasonable costs of serving these rapidly growing businesses.

Commissioners relied on the District's strategic approach of "providing the best for the most people for the longest period of time" in making the decision.

The rate will be effective January 1, 2017, and includes a transition period of up to five years for existing high-density load (HDL) customers who can show that they've made substantial investment and meet other criteria. Included is an upfront charge to offset the impacts from HDL customers on the District's electric system capacity.

Board members approved the rate as it was presented at a public hearing in June. **NWPPA**

Grays Harbor's Kilowatt Kids raise over \$8,000

The Grays Harbor PUD (Aberdeen, Wash.) Relay for Life team, the Kilowatt Kids, helped raise over \$8,000 for the American Cancer Society as part of the 2016 Grays Harbor Relay for Life. The June 3-4 event at Hoquiam's Sea Breeze Oval brought in over \$168,000; the Kilowatt Kids raised \$8,232 of that amount and the total put the PUD team at fourth place in total funds raised.



Grays Harbor's Kilowatt Kids raised over \$8,000 for the American Cancer Society.

Over the past year, dozens of PUD employees have participated in fundraising raffles and barbecues in preparation for the 2016 Relay. In addition, nearly 20 team members circled the track at Hoquiam High School as part of the relay. The PUD would like to thank everyone who helped make the 2016 Kilowatt Kids a huge success. **NWPPA**

ICL&P selects new general manager

The Idaho County Light & Power Cooperative Association Board of Directors (Grangeville, Idaho) announced that Max Beach has been selected to be the cooperative's next general manager.

"We are very happy to welcome Max and are excited about his becoming Idaho County Light & Power's seventh general manager in the co-op's 78-year history. We look forward to his leadership in guiding the cooperative into a new era," said Board President Ernie Robinson.

Beach currently serves as the line superintendent for Sheridan Electric Cooperative based in Medicine Lake, Mont. Sheridan EC serves five counties in northeast Montana and western North Dakota. Prior experience includes working as an assistant distribution manager with the investor-owned Pacific Power out of their Medford, Ore., service center.

"I am very excited and honored to be able to work with the board, employees, and members of the cooperative and community. I am fully aware of the great service our

local cooperative has provided for decades to the many outstanding communities that it serves with power and propane,” Beach said.

Beach has a Bachelor of Arts degree in public administration from California State University, Chico, and a Certificate of Completion for the NRECA Management Internship Program through the University of Wisconsin, Madison.

Beach will take over as general manager for ICL&P on August 22. **NWPPA**

Officers elected to Energy Northwest Executive Board

The Energy Northwest Executive Board has elected the following officers: **Sid Morrison** of Zillah will continue in his role as chair of the board; **Jack Janda** of Shelton will continue to serve as vice chair; **Lori Sanders** of Kennewick will continue as board secretary; and **Linda Gott** also of Shelton will serve as assistant secretary. All will serve one-year terms effective immediately.

Morrison has served on the executive board since 2001. He is also the current chair for the Yakima Basin Storage Alliance and former chair for the board of trustees at Central Washington University. A former legislator, Morrison served in the Washington state House of Representatives from 1966-1974, the Washington state Senate from 1974-1980, and the U.S. House of Representatives from 1980-1992.

Janda has served on the executive board since 2005 and on the Mason County PUD No. 1 Board of Commissioners since 2001. While serving on the Mason 1 Commission, he represented the utility with the Washington Public Utility Districts Association (WPUDA), and has served on the WPUDA board as secretary/treasurer, vice president, and president.

Sanders has served on the executive board since 2010 and on the Benton County PUD Board of Commissioners since 2005. She was elected secretary of the executive board in 2013. Sanders is the owner and president of Energy Incentives Inc., a consulting firm on conservation and renewables.

Gott has served on the executive board since 2014 and on the Mason County PUD No. 3 Board of Commissioners since 1999. In addition, she is the Northwest Open Access Network Board of Directors’ current president. Gott is a retired business manager from a Mason County school district. **NWPPA**

CRPUD to receive storm reimbursement

Columbia River People’s Utility District (St. Helens, Ore.) will receive \$379,600 in Public Assistance funding from the Federal Emergency Management Association (FEMA) for recovery from the damage caused by severe winter storms that occurred in December 2015.

On December 21, heavily saturated soils and high winds combined to create the biggest power outage in the PUD’s his-

tory. Downed lines were reported on more than 150 roads in the PUD’s 240-square-mile service area and 80 percent of the PUD’s 18,700 customers experienced outages. Eight agencies sent a total of 10 mutual aid crews to assist the PUD in the restoration effort, which spanned five days.

The total cost of the PUD’s outage restoration was \$550,000; of those costs, \$506,000 was eligible for a 75-percent Public Assistance reimbursement. PUD Interim General Manager **John Nguyen** said these funds will help the PUD stay on track with its budgeting.

“While the PUD has funds set aside for emergencies like the December outage, this reimbursement will go a long way toward keeping the PUD on budget as was planned before the storm,” Nguyen said.

Columbia River PUD was one of several Oregon agencies to receive FEMA Public Assistance funds. Statewide, Oregon received more than \$2 million. Nguyen credited PUD employees for helping bring federal dollars into Columbia County. **NWPPA**

McCrary recognized at Douglas PUD

Douglas County PUD

Commissioners **Jim Davis**, **Molly Simpson**, and **Ron Skagen** awarded Service Lineman **Marty McCrary** with his 25-year service award during the June 27 commission meeting held at the District’s East Wenatchee, Wash., office. Commissioner Davis thanked McCrary on behalf of the citizens of Douglas County for his years of service, and McCrary thanked the commission.

“The last 25 years have flown by,” he said. “It is an honor to have this recognition.” **NWPPA**



(L-R) Commissioner Molly Simpson, Service Lineman Marty McCrary, and Commissioner Ron Skagen.

J.D. Power recognizes Clark for 9th straight year

For the ninth consecutive year, J.D. Power recognized Clark Public Utilities (Vancouver, Wash.) for ranking highest in customer satisfaction among midsize electric utility providers in the Western United States.

The J.D. Power study measures customer satisfaction with electric utilities by examining six key factors, which cover all areas of utility operations: power quality and reliability; price; billing and payment; corporate citizenship;

Continued on page 20

communications; and customer service. In all of these categories, customers gave Clark Public Utilities the highest score in the West midsize segment.

“J.D. Power is the most prestigious study when it comes to gauging customer satisfaction, partly because it isn’t a choice to participate,” said **Nancy Barnes**, president of Clark Public Utilities’ board of commissioners. “Since the utility first became eligible for J.D. Power nine years ago, customers have ranked Clark Public Utilities highest every year. We see it as a reflection of how we’ve always done things — putting customers first.” **NWPPA**

Schacht begins tenure as APPA Policy Makers chair

Emerald People’s Utility District (Eugene, Ore.)

Board President

Katherine Schacht began serving as chair of the American Public Power Association (APPA) Policy Maker’s Council at its July meeting.

“These utilities are focused on a single mission — providing reliable electricity at a reasonable price, while protecting the environment,” Schacht said. “I am humbled and excited about leading public policy efforts to achieve these goals.”

Schacht was elected Emerald PUD Board president in January 2016. She represents customer-owners in the areas surrounding the communities of Junction City, Coburg, and northern Santa Clara.

Schacht has a Bachelor of Arts in public administration and a Master of Science in industrial relations and labor. Schacht is a former general manager of the regional Wastewater Management Commission for Eugene, Springfield, and Lane County. **NWPPA**

AMP’s FY 2017 budget approved

At its regular meeting on June 20, the City of Alameda (Calif.) Public Utilities Board approved Alameda Municipal Power’s (AMP) balanced budget of approximately \$64 million for fiscal year 2017.

The budget reflects the priorities set by the board through its adopted strategic plan, the annual planning workshop held in January 2016, and the annual budget workshop held in April 2016.

Major projects for FY 2017 include installation of advanced meters, initial development of a community solar

program, and the designation of districts where overhead utility lines and equipment will be moved underground. The budget also includes funding to upgrade AMP’s system operations, make infrastructure improvements, and expand energy efficiency programs for residential and commercial customers.

In a separate announcement on June 21, Fitch affirmed that AMP has an A+ bond rating and said the utility is financially solid. **NWPPA**

PCWA names Dan Kelly as new counsel

On July 15, the Placer County Water Agency (Auburn, Calif.) announced that **Dan Kelly** has been hired as the Agency’s staff counsel. In the newly created position, Kelly will provide comprehensive representation on a variety of legal and strategic matters important to the Agency.

“With legal and regulatory proceedings becoming more numerous and complex, and PCWA’s interests and transactions becoming more sophisticated, there is a critical need for a dedicated, in-house legal counsel,” General Manager **Einar Maisch** said. “Dan Kelly is a talented lawyer with an impressive track record, and is highly regarded in the water community.”

Prior to joining PCWA, Kelly was a shareholder at Somach Simmons & Dunn where he specialized in environmental and water law. During his 15 years with the firm, he successfully litigated a number of cases, including before the California Supreme Court. Kelly graduated from the University of California, Davis, King Hall School of Law, and also holds a bachelor’s degree in politics and public administration from California State University, Stanislaus.

“I am very excited to join PCWA, and for the opportunity to lend my experience and expertise,” Kelly said. “PCWA is a regional water leader, and I look forward to helping the Agency achieve its strategic objectives going forward.” **NWPPA**

Enloe Dam Project ruling affirmed

On July 11, 2016, the Court of Appeals, Division One, affirmed the Pollution Control Hearings Board’s and Thurston County Superior Court’s prior rulings that the Department of Ecology had the authority to issue a Report of Examination (ROE) ordering the approval of a water right for Public Utility District No. 1 of Okanogan County’s (Wash.) Enloe Dam Hydroelectric Project. This ROE grants the PUD an additional 600 cubic feet per second (cfs) in water rights for the project.

The appellants, Center for Environmental Law and Policy, American Whitewater, and North Cascades Conservation Council, have 20 days to file a motion for reconsideration as well as 30 days to seek a petition for review of the Supreme Court. **NWPPA**



(L-R) Outgoing APPA Policy Makers Chair Tom Kuntz, mayor of Owatonna, Minn., hands the gavel to Incoming Chair Katherine Schacht.

We remember

Glenna Spitzer Hall, a former OPALCO Board member, passed away in her home in Friday Harbor, Wash., on July 5, 2016. She was 76 years old.

Born on May 16, 1940, she served as judge pro tempore for the San Juan Superior and District Courts. She earned her J.D. at the University of Washington School of Law, her M.A. in political science from Northwestern University, and her B.A. in political science with Highest Honors from Douglass College, Rutgers University.

She moved to the island full-time in 2008 after retiring as a King County Superior Court judge.

She was appointed to the Orcas Power and Light Cooperative Board of Directors in July 2013 and resigned in August 2015 after being diagnosed with cancer.

“Glenna will be deeply missed,” said OPALCO General Manager Foster Hildreth. “She brought great integrity and thoughtful discourse to our board — always focused on fairness. She was a good friend to the co-op membership and a good friend to me.” **NWPPA**



George Glen Humphrey of Goldendale, Wash., passed away at his vacation home in Waldport on July 1, 2016. He was 65 years old.

Humphrey was born on October 23, 1950, to Raymond and Doris Humphrey of Nashville, Ore. He grew up on their parents’ farm, raising cows and sheep and cultivating hay. Humphrey attended school in Eddyville, and during high school he played football, basketball, and baseball.

He married his high school sweetheart, Mary Eagleson, on August 23, 1975, in Blodgett. They set up house in Goldendale, where he had started to work for the Klickitat County PUD. Humphrey worked in Goldendale for 26 years. Afterwards he worked for Hood River Electric Cooperative in Oregon for three years and then for North Wasco County PUD in The Dalles, Ore., until his retirement in 2014.

Humphrey is survived by his wife; daughters, Staci, Marisa, Patricia (and Stephen), and Jessica; sister, Diane Hauge; brother, Vern (and Sue) Humphrey; and grandsons, Eli and Jasper. **NWPPA**



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ROHN Products now available at McLaren

Mclaren Inc. is very pleased to announce the addition of ROHN Products to its list of product lines serving the utilities in the Pacific Northwest and Alaska. ROHN has been a trusted name in quality engineered structures since 1948. Their extensive engineering capabilities include in-house structural and foundation design, allowing them to optimize pole designs based on individual customer requirements, manufacturing efficiencies, and material availability. Their commitment to the utility industry is to provide world-class quality products with the shortest lead time.

ROHN's capabilities include heavy-duty transmission and distribution poles; direct embed and base-plated poles; lattice structures; switches and substation steel; galvanized, weathering steel, and painted finishes; and tapered slip fit or connection flanged poles.

McLaren Inc. is a manufacturers' representative that has been serving the Pacific Northwest since 1961 with its main office in Kirkland, Wash., and branch offices in Spokane, Portland, and Salt Lake City. For more information, call (425) 827-9400 or email vperic@mclareninc.com.

NWPPA

Evluma welcomes new inside sales engineer

Please join Evluma in welcoming Inside Sales Engineer **Rich Glade** to its growing ranks of knowledgeable sales and service personnel.

Glade grew up in Vermont but has also lived in Colorado, Oregon, and California; he moved to the Seattle area in July 2015. He has degrees in marketing and engineering, and direct sales experience working for a few solar companies in California, including SolarCity.

"I am here to support the sales team in any way I can during this exciting time of growth for Evluma," he said.

Glade can be contacted at RGlade@Evluma.com.

Formed in 2008, Evluma is committed to developing affordable, long-lasting, and environmentally low-impact LED lighting solutions that fundamentally change the landscape of the outdoor utility lighting market. For more information, visit evluma.com. NWPPA

SEL makes *Fortune's* Best Places to Work lists

Schweitzer Engineering Laboratories made *Fortune's* lists of the 100 Best Workplaces for Millennials and the 20 Best Workplaces for Baby Boomers. The 100-percent employee-owned U.S. manufacturer of power sys-

tem technology also made *Fortune's* 15 Best Workplaces in Manufacturing and Production list earlier in the year.

SEL received consistently high rankings — 93 percent average — in multiple areas, including management; professional development and training; company atmosphere; benefits; and rewards.

The *Fortune* rankings are compiled by the Great Place to Work Institute, a global research and training firm. The ranking of workplaces for Millennials is based on feedback from 88,000 employees born in 1981 or later, and the Baby Boomers ranking is based on feedback from 34,000 employees aged 51 and above. More than 600 companies were surveyed.

SEL invents, designs, and builds digital products and systems that protect power grids around the world. For more information, visit www.selinc.com. NWPPA

Ruralite editor earns national credential

Ruralite Services' Assistant Editor **Jennifer Brown** has earned her title as a Certified Cooperative Communicator (CCC) from the National Rural Electric Cooperative Association (NRECA).

In order to become certified, Brown submitted a portfolio of her work, which was reviewed by an independent communications professional who has earned the CCC credential. In addition to passing the portfolio review, she passed a four-hour examination taken during NRECA's CONNECT '16 in Portland, Ore., in May.

Brown joins four other *Ruralite* staff members who also have their CCC credential: Managing Editor **Curtis Condon**; Content Marketing and Development Manager **Megan McKoy-Noe**; and Assistant Editors **Mike Teegarden** and **Pam Blair**. Since 1985, more than 300 electric cooperative communicators have attained CCC status.

Ruralite Services is a communications co-op for all consumer-owned utilities (municipals, public power, and electric cooperatives). For more information, visit www.ruraliteservices.org. NWPPA

Cavanaugh promoted at Stanley Consultants

Stanley Consultants recently named **Kevin Cavanaugh**, P.E., as its new power market leader. Cavanaugh and his leadership team will guide the firm's Power Generation and Power Delivery groups, providing a wide range of services to investor-owned, cooperative, and municipal utility clients.

Cavanaugh has over 40 years of business development, project management, and power plant engineering experience. He joined Stanley Consultants in 2001 and was elected vice president in 2007. He is a licensed professional

engineer with an M.B.A. from the University of Phoenix and a mechanical engineering degree from Purdue University.

Stanley Consultants provides program management, planning, engineering, environmental, and construction services worldwide. For more information, please visit www.stanleyconsultants.com. **NWPPA**

Commonwealth Associates moves office to Everett

National engineering firm Commonwealth Associates, Inc., a leading electric power engineering and design firm, announced the relocation of its Pacific Northwest regional branch office from Mount Vernon, Wash., to Everett, Wash.

“Our growth plan includes finding and hiring top talent and establishing a presence where we can best serve our clients,” said Commonwealth President **Dennis F. DeCosta**. “Everett advances both of these goals. We look forward to creating new high-paying STEM jobs in the community to influence and shape the secure energy future.”

The newly opened office, located at 3501 Colby

Avenue, Suite 101, is led by Vice President of Western Operations **John P. White**.

Commonwealth offers consulting, engineering, and support services for utilities, independent power producers, municipalities, industrial clients, and healthcare and educational institutions. For more information, please visit www.cai-engr.com. **NWPPA**

NRTC unveils new logo, website

Go to www.nrtc.coop and you will see a new NRTC logo and a totally redesigned website with a modern look, vibrant colors, and reflecting a rededication to advancing new technologies in rural America.

One of the first things NRTC members should do is look for the “Login” prompt in the upper-right corner of the screen. If you have an existing NRTC password, it will take you directly to the new NRTC Member Portal, the clearinghouse for a vast amount of information about your interactions with NRTC.

NRTC’s goal is to amass the right combination of technologies to assist all functions within a rural distribution cooperative. For more information, visit www.nrtc.coop.

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by Nicole Case

Pass on these recess messages to your Congressional delegation



Many NWPPA members will take advantage of the accessibility of their U.S. representative or senator during the August recess to attend town halls or other events, raising issues important to their utilities. To help further these efforts, NWPPA prepared a list of five topics — with talking points — to help guide discussions on issues important to its consumer-owned electric utility members.

The U.S. Congress adjourned the second week of July in anticipation of the national party conventions, and will not return to Washington, D.C., until after Labor Day. While the nation watches the drama of the party conventions and the build-up to the presidential election, many members of Congress will be hitting the road in their states and districts meeting with constituents on issues of the day. Each and every representative or senator, whether up for reelection or not, understands the importance of meeting and listening to the people they serve. This year, what is traditionally known as the “August congressional recess” provides a seven-week block of time to do just that.

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1. Energy bill

Work on the energy bill began early in the 114th Congress, with both the House and the Senate committees of jurisdiction setting a goal of passage of broad legislation. In the Senate, the collaborative efforts of Chairman Lisa Murkowski (R-Alaska) and Ranking Democrat Maria Cantwell (D-Wash.) led to a bipartisan bill, S. 2012, which passed the Senate 85-12. In the House, bipartisan efforts fell by the wayside with the passage of an energy bill — H.R. 8 — on a largely partisan basis. Both bills include provisions to modernize the hydropower licensing process and to address vegetation management on rights of way over federal lands — two very important issues to NWPPA members.

The House and Senate have agreed to a conference to resolve differences in the two bills, and will begin formal meetings in September. The August recess is an ideal time to urge your members of Congress to support these two

important provisions: hydropower relicensing modernization and vegetation management on rights of way over federal lands.

NWPPA members have long sought reform of the federal hydropower licensing regulations. The current process results in years-long — sometimes a decade or more — delays in relicensing existing hydropower dams. The delays in relicensing are extremely costly to utilities. NWPPA supports hydropower relicensing provisions in S. 2012 and H.R. 8 and encourages its members to urge their representatives to support inclusion of this provision in a final bill.

Vegetation management on utility rights of way over federal lands can suffer from delays and inconsistently applied permit processes across divisions within federal land management agencies. H.R. 8 includes language supported by NWPPA and originally introduced by Rep. Ryan Zinke (R-Mont.) and Kurt Schrader (D-Ore.). Those provisions would require timely and efficient agency approval of utility rights of way permits on federal lands to manage vegetation on or near the right of way. NWPPA had early input on the Zinke-Schrader measures and has strongly supported the measure as it moved through the legislative process.

The provisions of H.R. 8 would also provide liability protection for utilities when requests to manage dangerous trees are not approved on a timely basis; under current law, utilities are strictly liable for any damage caused by trees falling onto electric lines. Section 1116 also provides a utility with emergency access to remove vegetation to avoid disruption of electric service and/or risk of fire after notification to a land management agency. NWPPA members should urge support for the Zinke-Schrader language on vegetation management in the conference.

2. Wildfire suppression funding

Wildfires have become a way of life for communities in the Northwest and other parts of the country as well. Each year, costs to suppress those fires consume an increasing share of the U.S. Forest Service’s (USFS) budget. Today, fire

suppression costs take up about 50 percent of the agency's budget, keeping the USFS from completing needed fire prevention activities such as hazardous fuels removal and other forest conservation measures.

NWPPA supports efforts by Congress to pass legislation that makes wildfire suppression funding eligible for disaster relief. This would stop the transfer of forest management funds and provide more defined funding for critical fire suppression activities. NWPPA's congressional delegation understands the problem and supports these efforts. Most recently, Senators Lisa Murkowski and Maria Cantwell circulated draft legislation to address this issue. Per staff, the senators hope to refine and finalize a bill this year. NWPPA members should urge their delegation to support the Murkowski/Cantwell bill (the Wildfire Budgeting, Response and Forest Management Act) as well as similar bills H.R. 167 and S. 235 (the Wildfire Disaster Funding Act of 2015).

3. House tax reform — municipal bonds

Before adjourning for the August recess, House Ways and Means Committee Chair Kevin Brady (R-Texas) released a GOP blueprint for comprehensive tax reform entitled, "A Better Way: A Pro-Growth Tax Code for All Americans" that describes the chair's priorities for tax legislation, in general terms.

The plan proposes to reduce the corporate tax rate to 20 percent and repeal the Alternative Minimum Tax. In order to "pay for" these tax cuts, the blueprint notes that numerous tax deductions, exemptions, and credits that are viewed as "special interest" provisions must be eliminated.

Specifically "off the table" are the mortgage interest deduction and charitable deductions for individuals. While the blueprint has no specific language on the exemption of interest on municipal bonds, it is apparent that repealing or limiting the bond interest exemption could be at risk as part of the desired cuts.

NWPPA's municipal and PUD members rely on the availability of tax-exempt bond to maintain the reliability and affordability of their systems, while at the same time meeting state renewable, energy efficiency, and greenhouse gas targets. NWPPA members should urge their delegation to reject proposals to tax municipal bond interest, as this would increase municipal utilities' borrowing costs, limit investment in critical infrastructure, and raise electric rates.

4. FAA reauthorization bill

On July 13, 2016, Congress passed a bill to reauthorize the Federal Aviation Administration. The bill, called the FAA Extension, Safety, and Security Act of 2016, includes provisions that will expedite and prioritize use of unmanned aircraft systems (UAS or "drones") for utility restoration work and other emergency situations. The provisions also require the FAA to consider civil "exemption" requests for electric utility (and other critical infrastructure) restoration and inspection work, including operations beyond line of sight and at night. The FAA is not required to grant such

NWPPA supports the use of drones to monitor electric infrastructure, reduce risks to utility employees, and restore electric power quickly and safely after an outage. NWPPA members should thank their delegation for supporting HR 636, the FAA Extension, Safety and Security Act of 2016. The bill was signed into law on July 15.

exemption requests, but the bill clearly indicates the priority Congress is giving to drone use by electric utilities and other owners/operators of critical infrastructure.

NWPPA supports the use of drones to monitor electric infrastructure, reduce risks to utility employees, and restore electric power quickly and safely after an outage. NWPPA members should thank their delegation for supporting HR 636, the FAA Extension, Safety and Security Act of 2016. The bill was signed into law on July 15.

5. Support for tax credits for small modular (nuclear) reactors

NWPPA supports the development of commercial, small modular reactors in the western United States. A key financial component for such projects is an extension of the existing production tax credit for advanced nuclear technologies and allowing public power entities to receive the benefit. The current production tax credit is set to expire in 2020 and is available only to private entities.

NWPPA members should urge their delegation to support the extension of the existing production tax credit for advanced nuclear technology with the inclusion of public power eligibility. **NWPPA**

Nicole Case is NWPPA's legislative consultant and can be contacted at nicole@nwppa.org.



Cascadia Rising: Practicing for the darkest days

At 8 a.m. on June 7, the Northwest toppled.

An 800-mile fault off the coast of Oregon and Washington ripped apart in a display of devastation that lasted more than four minutes. The intense shaking and rolling registered a 9.0 magnitude earthquake with 7.0 magnitude aftershocks.

Bridges and buildings collapsed. Power blinked out. Normality ceased.

Thankfully, the earthquake generated by the Cascadia Subduction Zone fault — while frighteningly possible and potentially imminent — in this instance was a figment from the Federal Emergency Management Administration (FEMA) as part of Cascadia Rising, the largest regional exercise in Northwest history. It was designed to stress the capabilities and infrastructure of cities and counties as well as state, tribal, and federal resources to respond to a disruptive event on a mass scale.

More than 150 government entities partnered in Cascadia Rising with many more utilities and non-government organizations participating across the states of Washington, Oregon, and Idaho as well as Alberta and British Columbia.

For its own part, the Bonneville Power Administration (BPA) held a four-day exercise with its core emergency response personnel and two-hour table-top exercises for field staff across its service territory.

But certain concessions were necessary to even make such an intricate and ambitious exercise work.

First, the scenario had to be taken out of the sandbox created by FEMA and modified to stress BPA's transmission and power systems.

"FEMA's exercise was not an energy exercise; it was focused more on life safety and worked under assumptions that many of the energy-related issues in the aftermath of a large earthquake were quickly resolved," said Eric Heidmann, manager of Bonneville's Continuity of Operations team, which helped coordinate and evaluate the exercise. "We created some real differences in our tailored exercise that had energy-related impacts."

While FEMA infused Cascadia Rising with some 7,000 injects — or pieces of actionable information provided to participants to respond to — BPA would go on to craft an additional 400 specific to its role as the high-voltage transmission and power backbone of the Northwest. One of the principal aspects was that no power would be operating west of the



The Cascadia Subduction Zone is a 620-mile long dipping fault that stretches from Northern Vancouver Island to Cape Mendocino in northern California. It separates the Juan de Fuca and North America plates. Because of the great length of the fault, the Cascadia Subduction Zone is capable of producing very large earthquakes if rupture occurs along its entire length.

Cascade Mountains.

Beyond the fundamental shift of the exercise, a geographic disparity needed to be addressed as well. The majority of BPA's Incident Command Structure-trained personnel reside on the west side of the Cascade Mountains, principally in the greater Portland-Vancouver area. It's a known issue, and the federal agency has been working to recruit volunteers from the east side of its service territory to fill this critical component of BPA's emergency response function.

For Cascadia Rising, however, BPA simulated that its incident management team (IMT) — the individuals from BPA tasked with coordinating the agency's response in an emergency — were physically located in Spokane, Wash., at the Munro Scheduling Center. Munro is one of two control centers where BPA monitors and controls its high-voltage transmission system. The other facility, Dittmer, is located within the geographic area that would likely be impacted by a large subduction earthquake along the Cascadia Fault.

"We worked for more than 18 months planning how to not only transfer control of the electric grid but also working with our federal partners on how to shift the basic operations of the Columbia and Snake rivers to east of the Cascades if operational capability ceased from the Portland area," said

Lee Hall, BPA's chief of Security and Continuity of Operations.

The U.S. Army Corps of Engineers and the Bureau of Reclamation would assume manual control out of Walla Walla, Wash., for the operation of the 31 federal dams along the Columbia and Snake rivers. That control would be coordinated with input from dam operators throughout the region as well as BPA transmission dispatchers from Munro.

With the river addressed, the daunting task of determining the amount and nature of damage to the transmission system would begin and lead to the formulation of a plan for how to restore power to the system.

Of course, Bonneville personnel are no strangers to buttressing a transmission system against a variety of disruptive events, and the agency has been a leader for more than 20 years in investing in seismic hardening and related research to minimize potential damage from an extreme earthquake. It's also a time-tested tradition that stretches back nearly eight decades among line crews and substation operators to restore power quickly regardless of the conditions they face.

But this great strength is also BPA's greatest weakness.

"We're very, very good at putting our system back together for what we've had to face so far," said Nancy Jacobsen, chief substation operator for The Dalles District in north-central Oregon. Jacobsen served on the incident management team for all four days of the exercise.

Jacobsen's motivation to train and participate in emergency response exercises is partly personal.

"My dad worked for BPA — this place is important to me and I want to help bring it back up," said Jacobsen, who has worked at BPA for 36 years. "I want to be able to help not only my BPA family but all the civilians out there if something happens and to get power back to the people."

Hall echoed Jacobsen's concern over BPA's self-sufficient nature.

"Throughout BPA's history, we've always risen to the occasion — whether a storm or fire — and it's worked for us thus far, but none of that will compare to the scale and magnitude of a subduction earthquake," said Hall, a 21-year veteran submariner with the U.S. Navy. "We have to recognize that if the events of Cascadia Rising occurred in real life, BPA couldn't simply rely upon itself and its own capabilities to resolve an enormous crisis spread across multiple states.

"We have to learn how to interact with other agencies from a city or county on up to other federal entities to coordinate our activities and restore power in a mean-

ingful way that saves lives and best positions our region for recovery."

For many public utility districts in the Northwest, BPA represents a majority — and in some cases, the entirety — of their power portfolio. Such is the case with Clallam County PUD No. 1, at the northerly end of the Olympic Peninsula.

"We are reliant on BPA's service and response times as they provide transmission to our peninsula," said Larry Morris, safety manager for the PUD. "We are out of service until they are back in service, which could be devastating to the PUD."

Hall said that reality was proven in the aftermath of Superstorm Sandy that rocked the Atlantic seaboard in late 2012 and left areas without power for weeks, affecting critical infrastructure like hospitals and sewage treatment plants.

"Superstorm Sandy proved it is the distribution utilities that have to get power to their critical loads like hospitals," Hall said. "Our priority is restoring the transmission system, so power delivery can be restored to those utilities."

But the inverse is also true. BPA cannot energize high-voltage lines without implications for its own system if customer utilities are not capable of providing the load or use of that power. Like a classic chicken or egg conundrum, the restoration of power across the entire western reaches of Oregon and Washington is a daunting task.

In the Cascadia Rising exercise, that responsibility fell in part on Steve Gilmore, a senior dispatch operator at BPA's Munro Scheduling Center near Spokane.

"The biggest learning curve based on the damage from the earthquake was what lines, what equipment would I pick to restore power to the west side," Gilmore said, adding that the question was further complicated by work crew availability and the length of time it might take to restore a transmission line or corridor. "You wouldn't want to start with a 500-kilovolt line because that would be hard to manage."

Gilmore explained that a transmission line acts like a capacitor when it doesn't have load (demand for electricity) drawing from it, increasing voltage on the line in the form of reactive power fed back into the transmission system.

Which brings another complicating factor: even if a line is restored and a customer is capable of accepting power, there is still the status of substations that provide the interconnection between BPA and utilities.

"You can have helicopters assess a line, but you need actual people on the ground to assess substations," Gilmore said.

This is where the incident management team proves its worth: as a central hub of information and communication both internal



Dave Koski, district manager for The Dalles District, leads an incident command team briefing during the first day of the Cascadia Rising Exercise. Koski performed as Operations Section Chief for BPA's incident management team.

Photo by Kevin Wingert, BPA.

and external during a disruptive event, the team is able to provide a common operating picture across Bonneville as well as coordinate a timely and effective response from the agency.

“I saw different people in different teams across all four days of the exercise, but the common elements I saw were strong decision-making, the clear establishment of priorities, and the ability to reset and regroup in light of new information or circumstances,” said Hall, who served as incident commander for two of those days. “The incident management team provides that common picture, which gives us a way to go, and helps break down any silos with information.”

In a disruptive event on the scale of a Cascadia Subduction zone earthquake, the IMT would hold the responsibility for deploying Bonneville crews and resources to restore the high-voltage transmission system. Their decisions would be made in close consultation with the dispatch centers and balance the needs of the region via the external reach of the team.

“As I watched this group in action, I was reminded of the famous John F. Kennedy quote, ‘Ask not what your country can do for you, ask what you can do for your country,’” Hall said. “These people were stepping above and beyond their normal roles and asking what more they can do for BPA and the people of the Northwest. These are elite engineers, operators, technicians, finance, and communications people, all applying their skills for the greater good.”

Which is not to say everything went smoothly. Bonneville identified that it needs more personnel trained for emergency response and more frequent smaller exercises, so that in an event like Cascadia Rising, the incident management team can expand as necessary to meet the multitude of challenges facing it.

“We learned a lot of things in Cascadia Rising and uncovered some gaps,” Hall said. “The purpose of this exer-

cise is not to be perfect. The purpose is to uncover issues and identify opportunities for everyone through every exercise to get better, to become more flexible and learn from mistakes as you go, and manage priorities in a highly stressed situation.”

Hall’s sentiment was echoed by many of the participants.

“In the future, we’ll do better,” said Gilmore, stressing the need for more exercises and improved communication between the incident management team and the control center. “We’ll have many of those problems figured out as a result of the exercises, before we ever have to go and face the real-life situation.” **NWPPA**

Kevin Wingert is a public affairs specialist with the Bonneville Power Administration. He can be reached at kwingert@bpa.gov.

How to help prepare your utility

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Contact Eric Heidmann at erheidmann@bpa.gov for information on how to join the WRMAG. **NWPPA**

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Preparing families for disaster

By Julie Paynter

In a major disaster such as a magnitude 9.0 earthquake, despite the importance of restoring power quickly, it may still take days or even weeks before people have heat in their homes or hospitals are able to power down generators and power up medical and communication devices.

As the backbone of the Northwest's power supply, BPA plays a critical role in responding to any disaster affecting the region's electric grid. Reducing the time it takes to restore power is dependent on utility employees. But if those employees and their loved ones are injured or without food, water, or shelter, then staff will not be able to get the grid back on line as rapidly.

That's why the Bonneville Power Administration has an outreach program to educate and encourage employees and their families to prepare for the most likely emergencies, from a local storm outage to a regional disaster.

Build-a-Kit Preparedness Challenge

Leading up to the fake quake, BPA deployed games and activities to encourage staff to prepare personal emergency kits. The Red Cross recommends enough supplies for a three-day go-bag at work and in vehicles, and a three-week supply for home, the most likely places people will be in an emergency.

The 4,500-person workforce was challenged over two weeks to build at least one disaster preparedness kit, encouraged to prove their activities by taking selfies of work groups, loved ones, pets, and partners with their go-bags and supplies. Many departments rallied to reach 100-percent participation by trading supplies and tips. About 1,700 employees joined in the volunteer effort.

Stand Up for Safety with personal preparedness and resilience

Bonneville Power reinforces and celebrates safe behaviors every day. To give a spotlight to that awareness, each June the power marketer holds Stand Up for Safety, a week of activities to increase awareness and engagement about health and safety issues to reduce injuries to employees and their loved ones. This year, Cascadia Rising fell on the same week as Stand Up for Safety.

Personal preparedness and resilience was an appropriate theme to reduce the likelihood of injury and help employees get ready for a disaster. Stand Up for Safety week offered multiple activities including an all-hands kickoff event; an emergency management guest speaker empowered BPA employees to have an emergency strategy that involved living independently from society's usual emergency tools, which may not be available if disaster strikes; and local groups, county, and state representatives offered new insights on how to get involved while hosting exhibits at a safety fair across BPA's three main campuses in Portland, Ore., and Vancouver, Wash.



Ann Shintani, a BPA Power Department employee, shows off her compact emergency kit that's kept in her car. The Build-a-Kit Preparedness Challenge was held in May to get people thinking about personal preparedness before BPA participated in the Cascadia Rising exercise.

Lessons learned in personal preparedness: socializing resilience

As an agency, the biggest lesson learned from Stand Up for Safety was the need to encourage employees to get involved and the recognition that the best results come from making preparedness and activities a family, workgroup, and community discussion.

The mantra to "Be informed, make a plan, and build a kit" is one that BPA and its workforce hears in cadence throughout the year. But Stand Up for Safety guest speakers offered employees new advice about building relationships.

Safety fairs touched on all four areas of preparedness (be informed, have a plan, build a kit, and know your neighbors) to bridge connections between employees and community groups such as local amateur ham radio operators, community emergency response teams, natural gas utilities, and sheriff's departments. BPA employees were also able to take a ride with colleagues in an earthquake simulator and experience together how much movement takes place during a major earthquake. **NWPPA**

Julie Paynter is a public affairs specialist with Bonneville Power Administration. She can be reached at japaynter@bpa.gov.

JOB OPPORTUNITIES

The Job Opportunities is a service provided to NWPPA member systems and associate members. Member price is \$110 per listing for a 30-day period.

- Job Opportunities ads are also accepted from non-members. Ads are \$330 per listing for a 30-day period.
- *Copy must be received before the 25th of the month prior to the month of publication* (for example, February 25 for March issue).
- The *Bulletin* is mailed by the 15th of each month.
- Complete the online Job Opportunities ad placement form at www.nwppa.org.
- NWPPA reserves the right to edit all listings in order to fit size requirements in the publication.

POSITION: Utilities Electrician

COMPANY: City of Mountain View (Mountain View, Calif.)
SALARY: \$75,368 annually.
DEADLINE TO APPLY: August 19, 2016.
TO APPLY: Electronic submittals are strongly preferred and should include a compelling cover letter, comprehensive resumé, and three years of salary history. Confidential inquiries welcomed to Greg Nelson at (916) 630-4900.

POSITION: Multiple Levels Electric System Transmission Engineer #76701

COMPANY: Puget Sound Energy (Bellevue, Wash.)
SALARY: DOE.
DEADLINE TO APPLY: August 19, 2016.
TO APPLY: Apply online at www.pse.com/careers.

POSITION: Meter Technician

COMPANY: Clallam County PUD #1 (Carlsborg, Wash.)
SALARY: \$43.16 per hour.
DEADLINE TO APPLY: August 20, 2016.
TO APPLY: An application packet, job description, and additional information about our company may be retrieved at our website at www.clallampud.net.

POSITION: System Analyst

COMPANY: McMinnville Water & Light (McMinnville, Ore.)
SALARY: \$27.93-\$35.32 per hour.
DEADLINE TO APPLY: August 21, 2016.
TO APPLY: Submit application and resumé to Human Resources, McMinnville Water & Light, P.O. Box 638, McMinnville OR 97128. MW&L employment application must be submitted for consideration. Position information and application available at www.mc-power.com.

POSITION: Engineering Supervisor, Distribution

COMPANY: Tillamook People's Utility District (Tillamook, Ore.)
SALARY: DOQ.
DEADLINE TO APPLY: August 21, 2016.
TO APPLY: The required fillable application is located on our website at www.tpud.org, or contact Tillamook PUD at 1115 Pacific Avenue, P.O. Box 433, Tillamook, OR 97141, or email jobs@tpud.org. One letter of recommendation is required. Resúmes are encouraged, but do not replace the required PUD job application.

POSITION: System Engineer

COMPANY: Franklin PUD (Pasco, Wash.)
SALARY: \$81,197-\$113,675 annually.
DEADLINE TO APPLY: August 21, 2016.
TO APPLY: Apply online at www.governmentjobs.com/careers/franklinpud.

POSITION: Engineer (Associate, Mid, or Senior Level)

COMPANY: PacifiCorp (Portland, Ore.)
SALARY: \$60,000-\$101,600 annually.
DEADLINE TO APPLY: August 24, 2016.
TO APPLY: Apply online at www.pacificorp.com/car/op/sp.html and search for job number 160732.

POSITION: Electrical Engineering Manager

COMPANY: Modesto Irrigation District (Modesto, Calif.)
SALARY: DOE.
DEADLINE TO APPLY: August 25, 2016.
TO APPLY: For additional info and a detailed profile, contact Fran Seitz, (303) 730-1424 or (303) 906-7545, email fran@hireseitz.com, or visit www.dowdyrecruiting.com.

POSITION: Field Engineering Tech (Line Staker)

COMPANY: Consumers Power, Inc. (Philomath, Ore.)
SALARY: \$35.00 per hour.
DEADLINE TO APPLY: August 25, 2016.
TO APPLY: Interested candidates should submit their cover letter and resumé at their earliest convenience to debg@cpi.coop or via fax at (541) 929-8501.

POSITION: Information Technology/IS and Application Support

COMPANY: Puget Sound Energy (Bellevue, Wash.)
SALARY: DOE.
DEADLINE TO APPLY: August 26, 2016.
TO APPLY: Apply online at www.pse.com/careers.

POSITION: Hydro Electrical Technician

COMPANY: Placer County Water Agency
SALARY: \$83,961-\$107,157 annually.
DEADLINE TO APPLY: August 26, 2016.
TO APPLY: For detailed recruitment information and to complete the on-line application go to www.pcwa.net.

POSITION: Power Generation Principal Mechanical Engineer

COMPANY: Tacoma Power (Tacoma, Wash.)
SALARY: \$85,092.80-\$120,889.60 annually.
DEADLINE TO APPLY: August 27, 2016.
TO APPLY: Apply online and attach a detailed resumé and cover letter that highlights job experience, major responsibilities, and accomplishments related to this position. If you have any questions regarding this position, please call the Human Resources office at (253) 591-5400.

POSITION: Warehouseman

COMPANY: Peninsula Light Company (Gig Harbor, Wash.)
SALARY: \$20.71 per hour
DEADLINE TO APPLY: August 27, 2016.
TO APPLY: Apply online at www.penlight.org/jobs.

POSITION: Apprentice Lineman

COMPANY: Peninsula Light Company (Gig Harbor, Wash.)
SALARY: \$33.15 per hour
DEADLINE TO APPLY: August 27, 2016.
TO APPLY: Apply online at www.penlight.org/jobs.

POSITION: HR Strategy Consultant (R15-560)

COMPANY: Portland General Electric (Portland, Ore.)
SALARY: DOE.
DEADLINE TO APPLY: August 28, 2016.
TO APPLY: To be considered for this position, please complete the employment application found at https://PGN.igreentree.com/CSS_External/CSSPage_Referred.ASP?Req=R15-560. If you have any questions, please call (503) 464-7250.

POSITION: Engineering Tech

COMPANY: Springfield Utility Board (Springfield, Ore.)
SALARY: \$26.42 per hour.
DEADLINE TO APPLY: August 29, 2016.
TO APPLY: Complete the application online at www.subutil.com/jobs/.

POSITION: Senior Human Resources Administrator

COMPANY: Matanuska Electric Association (Palmer, Alaska)
SALARY: DOE.
DEADLINE TO APPLY: September 12, 2016.
TO APPLY: Apply online at www.meaa.coop.

POSITION: Engineering Manager
COMPANY: Mason County PUD No. 3 (Shelton, Wash.)
SALARY: DOQ.
DEADLINE TO APPLY: September 16, 2016.
TO APPLY: Complete application, found at <http://www.pud3.org/service/about-us/employment-opportunities>. Applications may be submitted via email to thedraf@masonpud3.org or mailed to Mason County PUD 3, P.O. Box 2148, Shelton, WA 98584, Attn: Human Resources.

POSITION: Journeyman Meterman or Journeyman Relay/Meter Technician
COMPANY: Central Lincoln PUD (Newport, Ore.)
SALARY: \$45.93 per hour
DEADLINE TO APPLY: September 17, 2016.
TO APPLY: Apply online at <http://clpud.org/employment/>.

POSITION: Journeyman Lineman
COMPANY: Kodiak Electric Association, Inc. (Kodiak, Alaska)
SALARY: \$46.95 per hour.
DEADLINE TO APPLY: September 19, 2016.
TO APPLY: Apply online at www.kodiakelectric.com.

POSITION: Journeyman Meterman
COMPANY: Mason County PUD No. 3 (Shelton, Wash.)
SALARY: \$43.29 per hour.
DEADLINE TO APPLY: September 19, 2016.
TO APPLY: Complete application, found at <http://www.pud3.org/service/about-us/employment-opportunities>. Applications may be submitted via email to thedraf@masonpud3.org or mailed to Mason County PUD 3, P.O. Box 2148, Shelton, WA 98584, Attn: Human Resources.

POSITION: General Manager
COMPANY: Tillamook People's Utility District (Tillamook, Ore.)
SALARY: DOE.
DEADLINE TO APPLY: September 25, 2016.
TO APPLY: The required fillable application is located on our website at www.tpud.org, or contact Tillamook PUD at 1115 Pacific Avenue, P.O. Box 433, Tillamook, OR 97141, or email jobs@tpud.org. One letter of recommendation is required. Resumes are encouraged, but do not replace the required PUD job application.

POSITION: Journeyman Meterman
COMPANY: Anchorage Municipal Light & Power (Anchorage, Alaska)
SALARY: \$48.63 per hour.
DEADLINE TO APPLY: September 29, 2016.
TO APPLY: Apply online at www.muni.org/jol.

POSITION: Manager of Administration and Finance
COMPANY: Cordova Electric Cooperative, Inc.
SALARY: DOE.
DEADLINE TO APPLY: September 30, 2016.
TO APPLY: Submit resume with references to Cordova Electric Cooperative, P.O. Box 20, Cordova, AK 99574, or email to info@cordovaelectric.com. Complete the application located at www.cordovaelectric.com on the Career Opportunities page.

POSITION: Power Generation Technician - Terror Lake Hydroelectric Facility
COMPANY: Kodiak Electric Association, Inc. (Kodiak, Alaska)
SALARY: \$46.95 per hour.
DEADLINE TO APPLY: October 10, 2016.
TO APPLY: For a complete job description and application documents, go to www.kodiakelectric.com. Contact Nancy B. Sweeney, Human Resources, Kodiak Electric Association, Inc. by email nbsweeney@kodiak.coop or call (907) 486-7709 for more information.

POSITION: GIS Specialist
COMPANY: City of Healdsburg (Healdsburg, Calif.)
SALARY: \$5,758 monthly.
DEADLINE TO APPLY: Open until filled.
TO APPLY: Apply online at www.ci.healdsburg.ca.us or download the

required application and mail your application materials to the City of Healdsburg Personnel Office, 401 Grove Street, Healdsburg, CA 95448, or email to mmurillo@ci.healdsburg.ca.us.

POSITION: Power Supply (Hydro) Operator
COMPANY: Pend Oreille County PUD (Newport, Wash.)
SALARY: \$41.79 per hour.
DEADLINE TO APPLY: Open until filled.
TO APPLY: Please complete the online application, including a resume and cover letter. If preferred, you can email an application, along with a resume and cover letter, to careers@popud.org; or mail application materials to P.O. Box 190, Newport WA 99156, Attn: Human Resources.

POSITION: Design Specialist - Service & Design (R16-440)
COMPANY: Portland General Electric (Portland, Ore.)
SALARY: DOE.
DEADLINE TO APPLY: Open until filled.
TO APPLY: To be considered for this position, please complete the employment application found at https://PGN.igreentree.com/CSS_External/CSSPage_Referred.ASP?Req=R16-440. If you have any questions, please call (503) 464-7250.

POSITION: Operations Manager
COMPANY: Canby Utility Board (Canby, Ore.)
SALARY: DOE.
DEADLINE TO APPLY: Open until filled.
TO APPLY: To apply, visit our website at www.canbyutility.org/dept/jobs/ and download our employment application. Submit completed application, along with a current resume and cover letter, to Canby Utility, Attn: General Manager, P.O. Box 1070, Canby, OR 97013. For questions, please contact Barb Benson at (503) 263-4312 or bbenson@canbyutility.org.

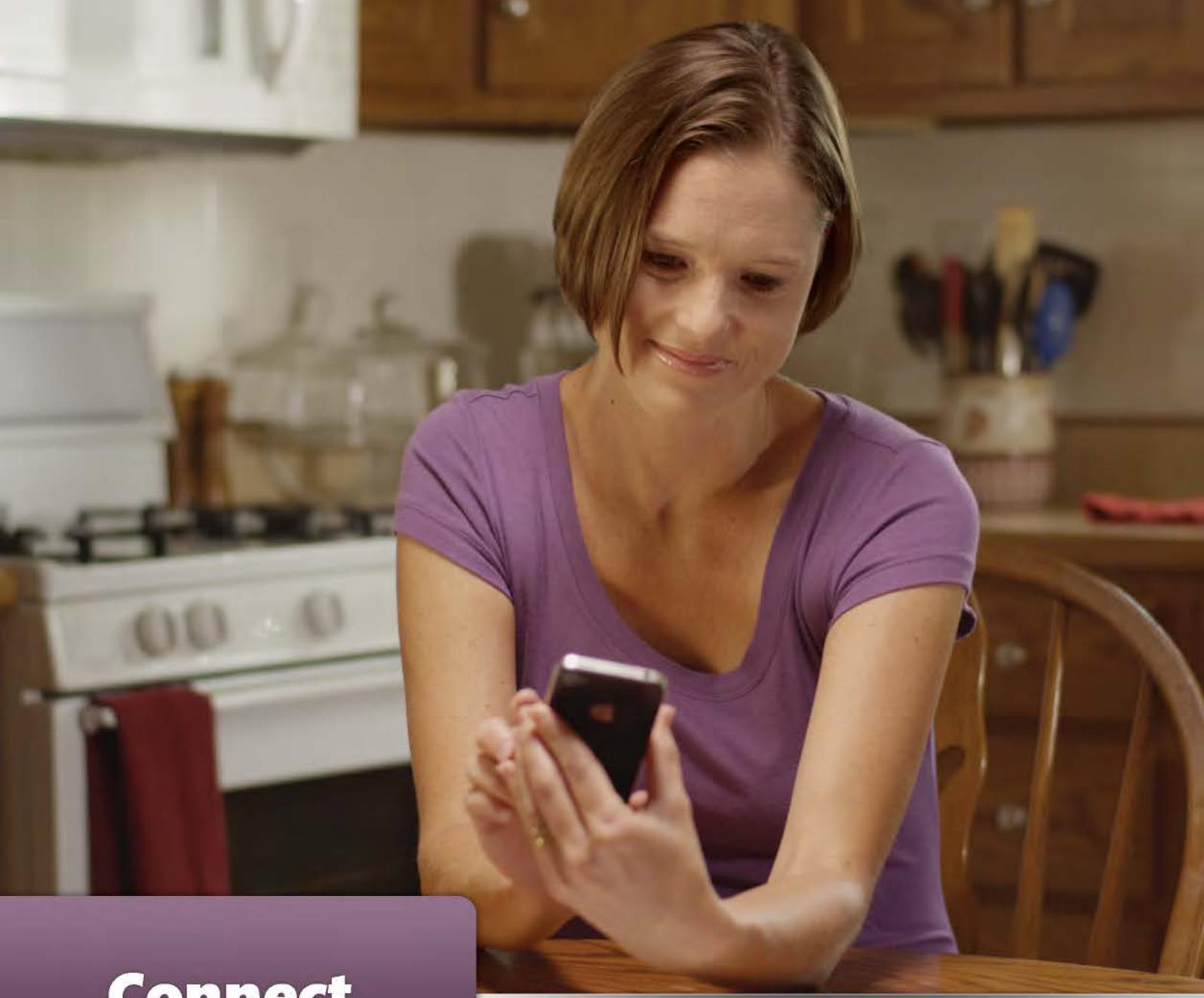
POSITION: Utility Wireman Apprentice
COMPANY: Grays Harbor PUD (Aberdeen, Wash.)
SALARY: \$32.46 per hour.
DEADLINE TO APPLY: Open until filled.
TO APPLY: To apply, submit a cover letter, resume, and a completed application to Human Resources, Grays Harbor PUD, P.O. Box 480, Aberdeen, WA 98520-0109, or email to jobapps2016@ghpud.org. Only applications that include a cover letter, resume, and completed application will be considered. For application packet, go to www.ghpud.org or call (360) 538-6257.

POSITION: Senior Electrical Engineer
COMPANY: Modesto Irrigation District (Modesto, Calif.)
SALARY: \$105,372-\$134,908 annually.
DEADLINE TO APPLY: Open until filled.
TO APPLY: Applications and detailed job posting located at www.mid.org/careers.

POSITION: Journeyman Meterman
COMPANY: City of Ketchikan (Ketchikan, Alaska)
SALARY: \$37.41 per hour.
DEADLINE TO APPLY: Open until filled.
TO APPLY: Job description and application available at: <http://www.ktn-ak.us/jobs/>; or contact mariem@ktn-ak.us or call (907) 228-5631.

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Advertisers	
Bullard Law.....	29
Cable Huston LLP.....	15
Energy Northwest	21
Golight, Inc.	13
Henkels & McCoy	17
National Information Solutions Cooperative (NISC).....	Back cover
Partner Software.....	23
Sonel.....	11



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