

c nnected



A Message from The General Manager

Gary Huhta

Cowlitz PUD Customers,
I hope you find this month's debut of the newly designed Connected Newsletter to be an informative resource. As the largest publication in Cowlitz County, the Connected Newsletter is distributed to every Cowlitz PUD customer through various channels, including mail, social media, online platforms, and links in your eBill.

The focus of May's edition is **Cowlitz PUD's commitment to safety.**

We prioritized this theme for our revamped newsletter because safety is paramount in all our operations. Given the inherent dangers of the electric utility industry, ensuring the safety of both our customers and employees is central to our planning and preparation. As we each embark on our spring projects, I encourage you to prioritize safety in your own homes. Please refrain from touching downed power lines and remember to call 811 before you dig, it's a free underground utility locating service.

Take care,



Commitment to Safety

COWLITZ PUD HONORED WITH NATIONAL AWARD FOR OUTSTANDING SAFETY PRACTICES

Cowlitz PUD has earned the American Public Power Association's (APPA) Safety Award of Excellence for safe operating practices in 2024. We received the Platinum award in the category for utilities with 250,000 -999,999 worker-hours of annual worker exposure.

More than 200 utilities entered the annual Safety Awards for 2024. The entrants are placed in accordance with their number of worker-hours and ranked based on the most incident-free records and overall state of their safety programs and culture during 2024. The incidence rate is based on the number of work-related reportable injuries or illnesses and the number of worker-hours during 2024, as defined by the Occupational Safety and Health Administration (OSHA).

continued on page 2



Cyber Security

CYBER SECURITY TIP OF THE MONTH:

Using multiple authentication methods enhances account security by complicating access for malicious actors. Multi-Factor Authentication (MFA) requires two of the following: something you know (password), have (security key or authenticator app), and are (fingerprint). Key recommendations include:

- Use complex passwords with unrelated words, numbers, and symbols.
- Utilize an authenticator app or security key as a second factor.
- Enable MFA on all accounts, such as SmartHub.

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Cowlitz PUD is honored to be recognized for this award. We are committed to the safety of our employees and customers. Safety is a core value and a responsibility that is taken seriously. This award is the result of a collaborative continuous effort of commissioners and all employees to commit to safety every day.



Energy Efficiency

HOME ENERGY LOAN PROGRAM

Cowlitz PUD and Fibre Federal Credit Union are in a partnership to offer home energy loans to customers completing residential energy efficiency projects such as insulation, windows, ducted or ductless heat pumps, and heat pump water heaters.

Minimum and maximum loan amounts are \$2,000 to \$12,000, with loan terms ranging from 24 to 60 months. The rebate available from the PUD to complete your energy efficient project is used to lower the annual percentage rate of the loan to zero or near zero in most cases.

It's easy to get started:

1. Visit cowlitzpud.org to start a project.
2. We recommend collecting at least three contractor bids for your energy upgrade.
3. Submit your Cowlitz PUD Energy Loan Program Participation Form to the PUD for final approval.
4. Once approved, you will apply directly with Fibre Federal Credit Union (FFCU) for the loan and work with them on loan terms.
5. Upon loan approval, your contractor can complete the work.
6. The contractor submits all rebate application paperwork to the PUD.
7. PUD inspects installed equipment and authorizes the rebate to be paid to FFCU.
8. FFCU pays the contractor directly and the project is complete.

As project preapproval is required, please contact Cowlitz PUD Energy Efficiency Services at 360-501-9514 (office), 800-631-1131 (Toll-Free), or eeservices@cowlitzpud.org to get started.



Customer Service

BUNDLE & SAVE



Enrolling for eBill or AutoPay now offers a \$5 one-time credit on your account. Enroll in both and receive \$10!

eBill – receive your bill electronically instead of waiting for a paper bill to be mailed.

AutoPay – Pay your bill automatically on its due date with your checking account or credit card.

Sign up on SmartHub today!



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Board of Commissioners meets the second and fourth Tuesday of each month at 2pm.

To attend contact mpetterson@cowlitzpud.org