

# PUD 3

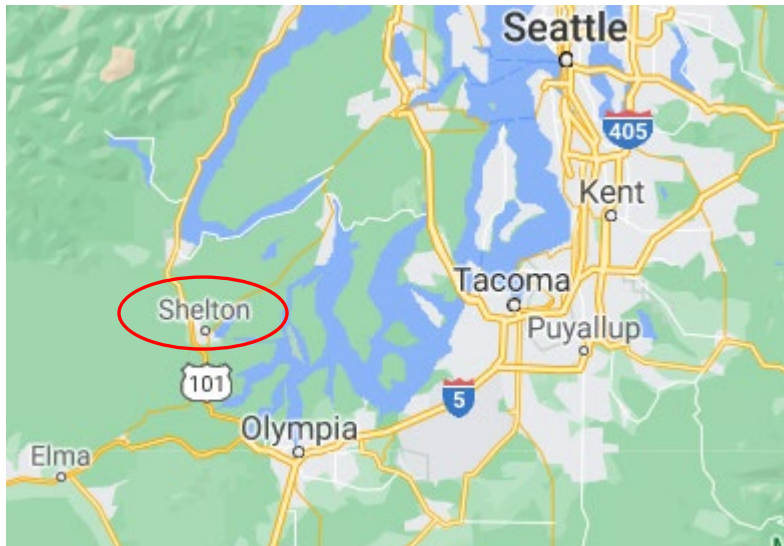
*Our COVID story*

*Triumph, Challenge, and a New Reality*

# A little about Mason PUD 3

Established by vote in 1934 and began operations in 1939  
Provide Electric and telecommunications services  
Service area encompasses 567 square miles  
Located in Shelton, Washington

Local economy mostly lumber processing and manufacturing, shellfish harvesting and processing, specialty forest products and floral greens



**MASON COUNTY IS ONE OF THE FASTEST GROWING REGIONS IN THE PNW**

# A little about Mason PUD 3

3

connecting our community

with safe, reliable, economical, and  
sustainable services, 24/7.

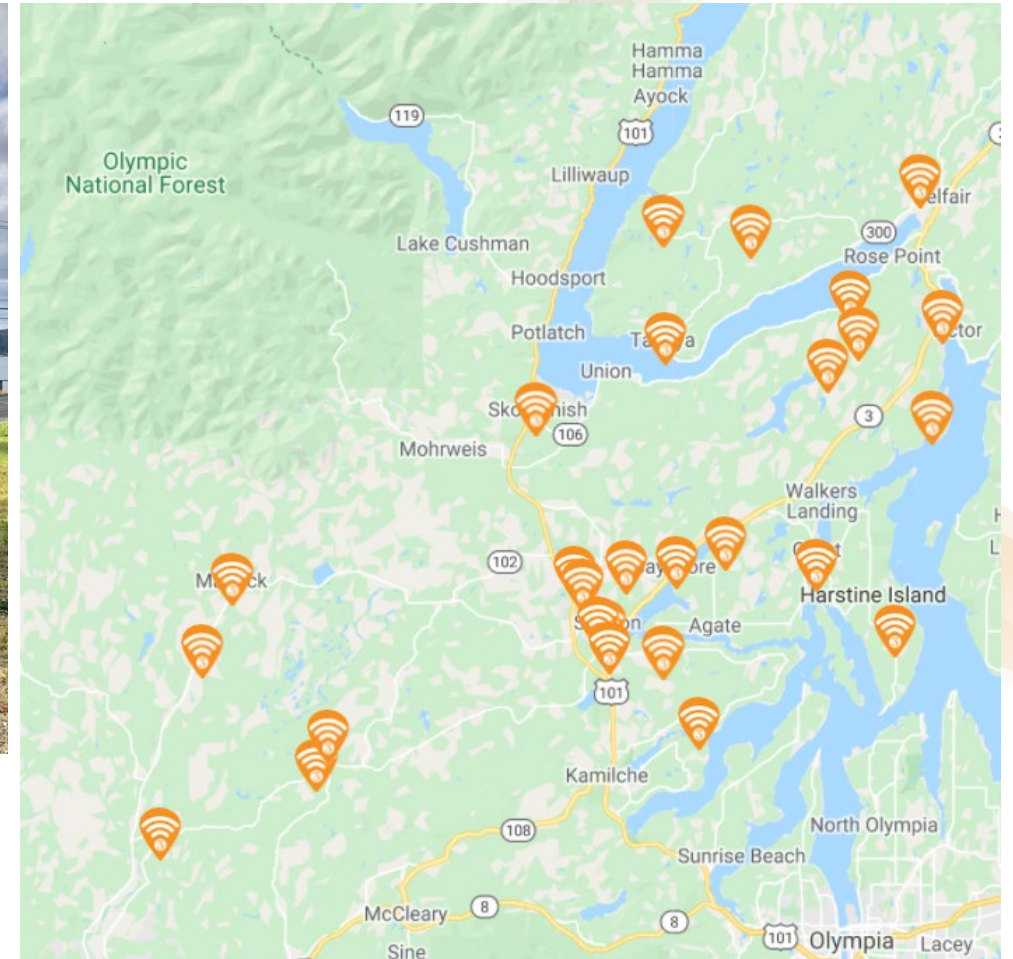
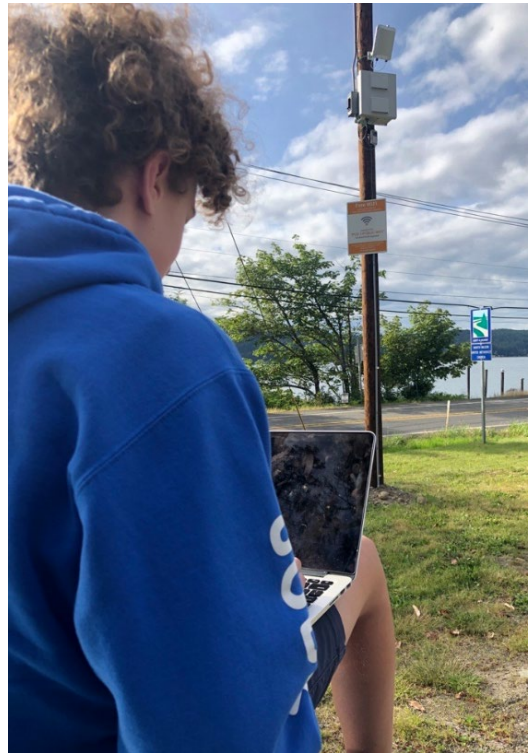
## Fast Facts

- **34,214 total customers**
- **32,259 residential customers**
- **6,308 “seasonal” customers**
- **2,222 active fiber connections**
- **656,508 MWh sales in 2020**



# PUD 3 Free Public Wi-Fi

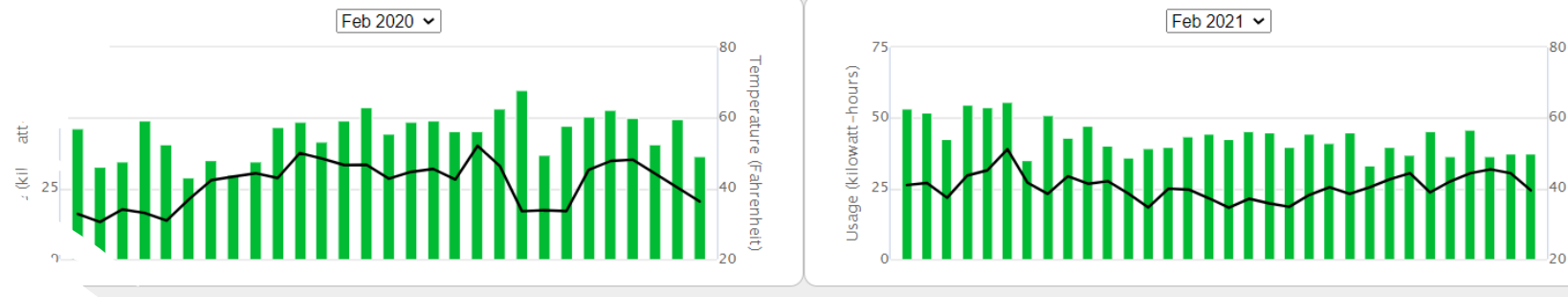
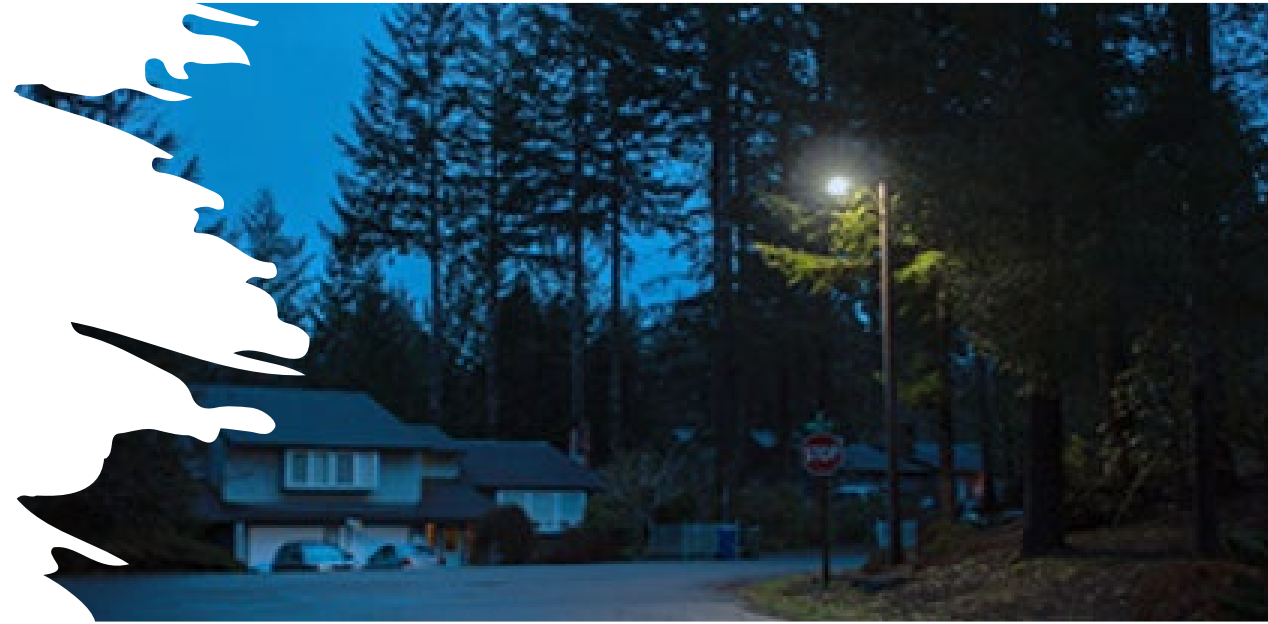
 = ACTIVE Wi-Fi Hotspot



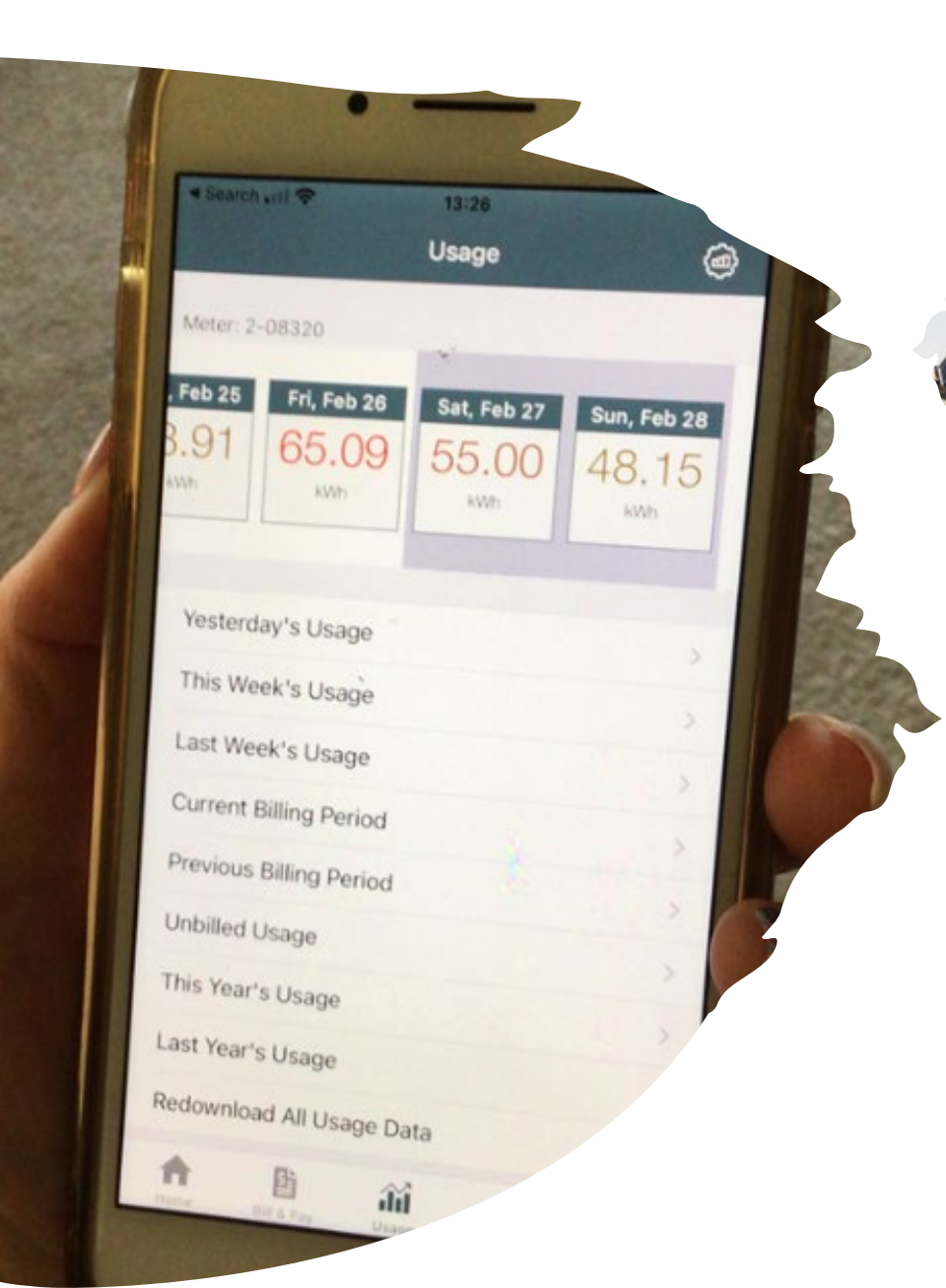
The program is part of PUD 3's response to the coronavirus emergency. The Drive-In Wi-Fi initiative gives those without highspeed internet in their homes a chance to connect while practicing social distancing.

# Improved Processes – because we had to!

- Direct fiber connections or VPN access to nearly all office staff
- Using Laserfische & Adobe Sign to automate approval processes through document scanning and data capture
- Microsoft Teams to conduct meetings and in-house trainings
- Travel expenses no longer limit access to outside training opportunities
- Virtual home energy assessments and leverage data from our AMI system
- Contractors and customers have become accustomed to e-mailing required photo documentation to process EE projects
- Opportunities provided for new work assignments – Conservation staff are now supporting engineering with yard light work orders
- We recognize the future is now the approach to EE will never be the same so we are thinking outside the box



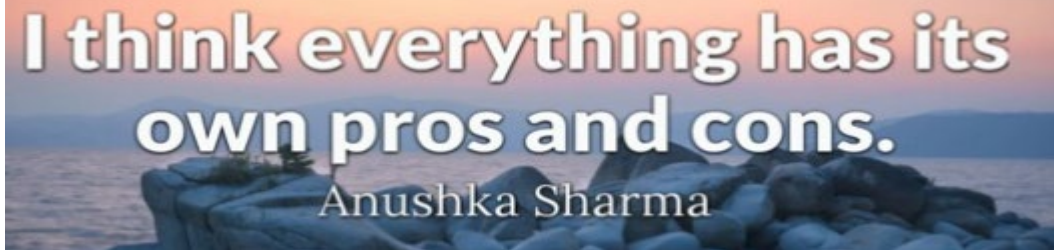
ing Periods	Feb 2020	Feb 2021	Difference
	01/13/2020 to 02/11/2020	01/07/2021 to 02/08/2021	
	29	32	⬇️ 3
	\$93.42	\$103.89	⬇️ \$10.47
	\$148.25	\$167.94	⬇️ \$19.69
	1,285.00 kWh	1,387.00 kWh	⬇️ 102.00 kWh
	44.31 kWh	43.34 kWh	⬆️ -0.97 kWh
	56°F	56°F	⬆️ 0°F
	25°F	23°F	⬇️ -2°F
	41°F	41°F	⬆️ -1°F



What else are we doing?

Smart Hub, Solar, & EV

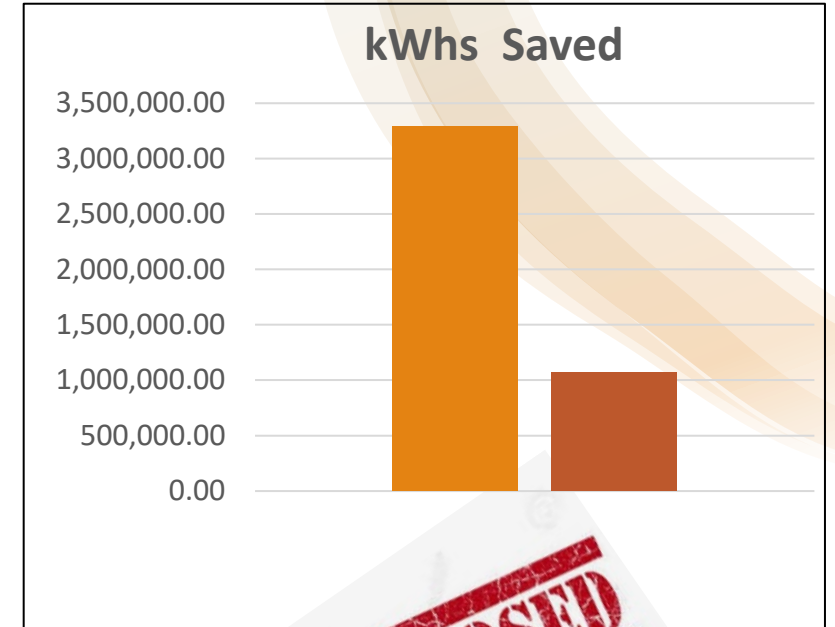
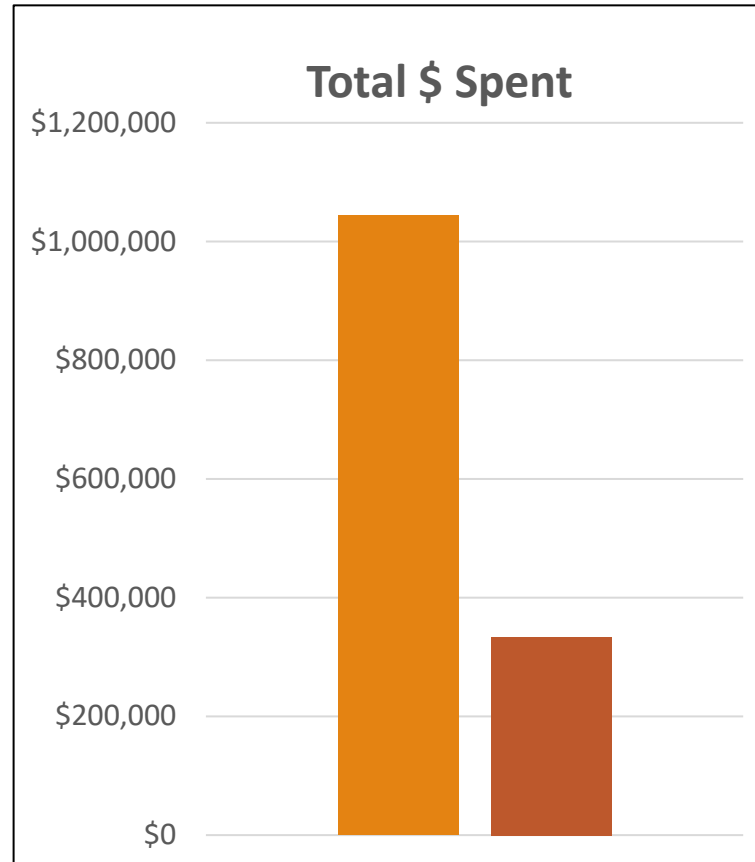
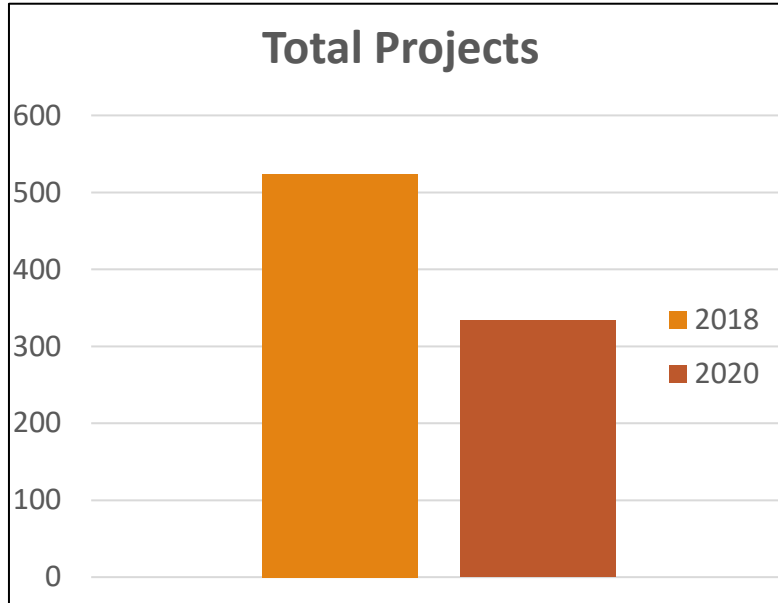
## Challenges



- **COVID negatively impacted the economy**
  - **Contractors slowed down as they navigated the first 6 months of lockdowns**
  - **Customers had less money and their focus transitioned to simply making ends meet and staying safe**
- **In-home energy assessments have been suspended for a full year and that has resulted in fewer residential projects. COVID has highlighted just how many projects resulted from our on-site, in-person interactions with our customers.**
- **Our lobby has been closed for a full year so we don't receive the foot traffic from those customers who came to pay their bill in person or to speak with other CSRs.**
- **Many customers prefer face to face interactions and are not comfortable using virtual technologies.**
- **Pre-inspections and post-inspections were cancelled which adversely impacted our ability to process commercial lighting projects.**
- **Promoting our programs through typical community events is no longer an option.**
- **Never before did Mason 3 have a problem being able to spend its EEI budget. We have that problem now.**
- **Yes, we are thinking outside of the box now. But transitioning into saving energy differently is going to take time.**

# The Numbers Don't Lie – 2018 vs 2020

The first year of a biennium is one in which we try to accomplish the most savings and to spend at least 60% of our budget to avoid a scramble in the second year. Comparison of 2018 and 2020 is an apples to apples look at these biennium “first years.”





# PUD 3

Any Questions?