

Snapshot - Snohomish PUD COVID response

In late March, after proactively pausing disconnections and late fees, Snohomish PUD launched our COVID Community Support Plan to help customers in-need pay their electric and water bills. The Plan makes funds available for both residential and small business customers affected by the pandemic. From its initiation through mid-November, over 13,000 bill credits totaling nearly \$3 million have been provided to residential and commercial customers.

Among many other COVID-19 responses, Snohomish PUD has also:

- Extended ranges for residential long-term payment plans,
- Expanded income qualifications for customer assistance discounts to broaden customers eligible to receive discount assistance, and
- Improved customer service tools to help address individual customer need and circumstance.

Snohomish PUD has recently began offering free energy efficiency bundles to businesses in the Snohomish PUD service area, this is in addition to the free residential bundles the PUD has provided throughout much of the pandemic. Thus far, the free energy efficiency bundles have provided:

- Over 32,000 households with free energy efficiency bundles resulting in over 4.3 million kWh of relief, and
- Over 600 businesses and 1.6 million kWh relief for small businesses.
- Over 245 free LED area lights (such as the outdoor lighting kits often used at schools) to education and municipal entities.

Energy Efficiency Efforts

To further other energy efficiency and conservation efforts, Snohomish PUD has:

- Enhanced rebates for ducted and ductless heat pumps through the end of 2020—an increase of \$400 beyond the previously offered amount, just in time for the high bill season;
- Increased all commercial and industrial rebates 50% through the end of June 2021; and
- Engaged directly with our residential trade allies to better understand changes in their needs and for the PUD to better adapt to meet those needs.
- Snohomish PUD is currently tracking projections to be at 112% of the PUD's 2020 savings target.

Snohomish PUD just wrapped up the annual Holiday Lighting Exchange, where customers can trade up to five working strands of old holiday lights or five canned food items and receive five Energy Star strands of LED holiday lights for free. More than 1,200 customers participated, and in addition to old inefficient lights collected, we collected well over 5,000 lbs of non-perishable food items destined for Volunteers of America for distribution. The exchange this year happened outside and followed all health and safety measures related to COVID-19.

Arlington Microgrid Update

In mid-November, Snohomish PUD's battery modules were delivered to the Arlington Microgrid site. The battery will soon be installed and will endure weeks of testing before going "live." The Arlington Microgrid and Clean Energy Center project represents a new technology and approach that offers grid resiliency and renewable energy integration. The project includes a 500-kilowatt community solar array

with smart inverters, soon a 1,000 kW/1,400 kWh lithium-ion battery storage system and two vehicle-to-grid charging stations for use with the PUD's electric fleet vehicles.

The project received \$3.5 million in funding from the Washington Clean Energy Fund.

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