

# 2017 Scholarship Program

Lakeview Light & Power offers continuing education funds to qualifying children of Lakeview Light & Power members who are graduating high school seniors. The scholarship program is available to eligible students who will graduate in the spring of 2018.



Financial assistance is offered in the form of three scholarships, each worth \$2,500, and designed to enhance the education and resulting career opportunities for deserving students.

## Requirements

Students are required to submit:

- A completed application.
- A copy of their high school transcript, including grades from the first semester of their senior year.
- An essay, a maximum of two typed pages, detailing how this scholarship will help the student make a broader, more meaningful contribution to his/her community and society as a whole.
- Applicant must be enrolled, or planning to enroll, in an accredited college, university or other training institute.
- Applicant's extracurricular school and community involvement, as detailed on their activity chronology sheet.
- Recipients must agree to personally accept the scholarship at the annual meeting of Lakeview Light & Power.

## Deadlines 4199-001

Applications and information packets are available at the office of Lakeview Light & Power, 11509 Bridgeport Way SW, Lakewood, during regular business hours or online at [www.lakeviewlight.com](http://www.lakeviewlight.com). The deadline for submission of required documents is Wednesday, January 31, 2018, at 5:30 p.m.

## Customer Service Reps Now Available 24 Hours a Day

I'm sure you have already noticed when calling the office to make a payment or report an outage that we have an outside call-center, Cooperative Response Center, taking your information. CRC is available 24 hours a day, seven days a week for your convenience. Please feel free to use this new service at any time to make payments with no fees, check your account status or report an outage. You may contact the office with any questions or concerns you have in reference to this new service.

The number remains the same. Call (253) 584-6060 and select the payment option. 2672-001

## 96th Annual Meeting

The 96th annual meeting of Lakeview Light & Power members is Tuesday, March 20, 2018, at Lakewood City Hall, Council Chambers, 6000 Main St. SW, Lakewood, at 7 p.m. The meeting is open to all members. It is held to conduct corporate business, elect directors and adopt bylaw amendments.

### Director Position:

One director position is open for a three-year term. Members wishing to be a candidate for this position should notify the secretary in writing, at the corporation office, by 5 p.m. Wednesday, January 31, 2018. A brief resume should accompany the notification. A 150-word bio will be mailed to all members. For more information, contact the general manager.

## Find the hidden account numbers and win a \$20 credit

In this issue of Connected, we have hidden 10 randomly chosen account numbers (such as 1234-567).

Comb through the stories and photos to find the numbers. If you find your account number, call us at (253) 584-6060 before the next newsletter is published and you will receive a \$20 credit on your next bill.

# CONNECTED

WINTER 2017

6598-001

## Buy a smart thermostat and receive a \$100 rebate

Lakeview Light & Power offers a \$100 rebate when a member buys a qualifying smart thermostat.

Qualifying products are:

- Ecobee 3 and Ecobee 4 (NOT Ecobee Lite)
- Nest 3rd generation, NestE
- Carrier Cor-TP-WEM01-A

Rebates are available for new construction, existing single-family, manufactured and multifamily homes. Homes must have electric forced-air furnaces, air-source heat pumps or ground-source heat pumps as their primary system heat source. The SMART Thermostat Project information form, along with the equipment invoice/receipt detailing manufacturer, model number, type, size and quantity, must be submitted online or in person at Lakeview Light & Power to be eligible for the \$100 rebate. Forms and additional information are available at [www.lakeviewlight.com](http://www.lakeviewlight.com) or by contacting Shawnda at (253) 584-6060. 3612-001



## A Letter From the General Manager

### The Anatomy of LLP's Power Outage Response

As we enter the winter seasons, our members may wonder how prepared their utility company is for "when the lights go out." This time of year tends to bring storms our way, which increases the risk of power outages. Since the Lakeview Light & Power grid is relatively compact—at roughly 8 square miles—it enables our crews to respond quickly, even during non-business hours. When an outage occurs, you may ask yourself, "I wonder if Lakeview knows that my power is out." Most times, we do.

Employing technology between our substations and Supervisory Control and Data Acquisition (SCADA) system, all LLP operations personnel are alerted with text messages whenever there are disruptions in service. In fact, we are alerted to many power outages the second they occur. For example, when a severed branch lands on an overhead power line, our SCADA system "tells" the relay for that particular substation feeder to open and close. It will perform this operation three times in an attempt to burn the branch off of the line. If it is unsuccessful by the third attempt, the feeder line remains open (i.e., the power is off and a crew is dispatched to restore service). LLP members who have advanced metering infrastructure (AMI) meters provide another source of communication to our command center, letting us know which meters are offline.

Outages never occur at a convenient time and have a number of causes. We thoroughly prune vegetation near our overhead lines every year. Additionally, nearly 60 percent of our power lines are underground, which helps reduce outages. One of the most common sources of our isolated outages is squirrels, or other critters, trying to warm themselves inside a transformer enclosure or on a pole-mounted transformer. Their demise is quick, but nonetheless interrupts power service.

When outages occur, our office is flooded with calls. We encourage you to call us to report anything you saw or heard that may help indicate the location of the outage. We appreciate getting as much information as possible. However, if you are calling to find out the status of the outage, your best source for information is our website, Facebook page or Twitter. Our staff posts information regarding the cause, updates and expected duration, if known. Please remember to always avoid contact with downed lines, poles or transformers, even if the power appears to be out. We remain committed to restoring your power as safely and quickly as possible.

**John DeVore**, General Manager 2416-001



### CONTACT US:

Phone: 253.584.6060  
Fax: 253.588.9682  
Email: [llp@lakeviewlight.com](mailto:llp@lakeviewlight.com)  
Website: [www.lakeviewlight.com](http://www.lakeviewlight.com)

### HOURS:

Monday–Thursday: 7 a.m. to 5:30 p.m.

[Lakeviewlightpower](https://www.facebook.com/Lakeviewlightpower)

[Lakeview\\_light](https://twitter.com/Lakeview_light)

In Lakewood, a significant number of LLP customers struggle to pay their utility bills.

“It’s not right that some people must choose between paying for electricity and life-saving prescription medications,” said Ken Severe, a longtime Lakewood resident and supporter of LLP’s Project Help program. “It’s not right that low-income individuals and others on fixed incomes must choose between basic necessities and heating their home. “I’ve been giving to Project Help for years. Electricity is not something you can do without.”

Ken is a 30-year employee of Tacoma Power & Light. As a wire electrician, he maintains substations, transformers and other operations that supply power to customers. In addition to supporting Project Help, Ken also reaches out to others in need. Several years ago, he offered to fix an LLP customer’s hot water tank. A botched repair job left the elderly woman without hot water for washing clothes, dishes and bathing. For seven years, the woman did without hot running water. When Ken heard the news, he stepped in to repair the tank.

Originally from Baltimore, Ken moved to the Pacific Northwest while serving in the U.S. Army. While stationed at Fort Lewis, he met his wife, Debbie. They raised two girls. He and Debbie now spend some of their leisure time aboard cruise ships. They have taken cruises to Mexico, Hawaii, Alaska, the Caribbean and the Panama Canal.

What would Ken say to LLP customers and Lakewood residents who have not contributed to the annual Project Help fund?

“We should all think hard about what we can give to neighbors forced to make hard choices,” said Ken. “It often comes down to, ‘Do I pay my power bill or pay for groceries?’ I’m fortunate enough that I can make the choice to help. If you have the means, donating to Project Help or Project Round Up is the right thing to do.”

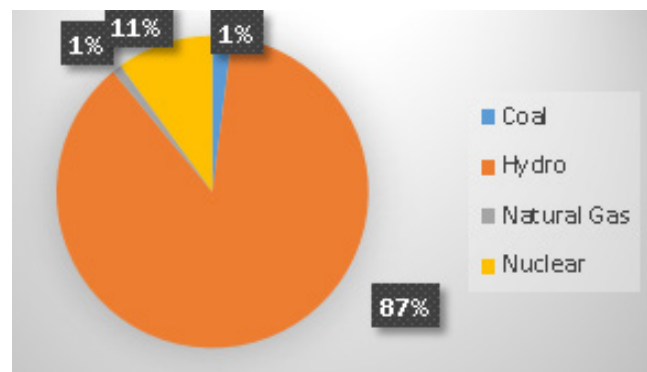
As of the date of this publication, Project Help and Project Round Up donations exceed \$3,200. With LLP doubling that amount, nearly \$10,000 in contributions is helping your neighbors in need. Thank you!

## Lakeview Light & Power’s Fuel Mix

Fuel mix refers the total fuel sources related to the electricity delivered by all electric utilities to end users.

The fuel used to create electricity in the United States varies regionally. In the Pacific Northwest, we are fortunate to have access to the carbon-free electricity generated by dams on the Columbia River System. By law, LLP is required to publish its particular fuel mix. The pie chart at right indicates the breakdown of LLP’s energy mix based on its power purchases for 2016. The chart shows that 87 percent of LLP’s power is derived from hydropower and, to a lesser extent, other renewables, such as wind. Annually, LLP reports its fuel mix data to the Washington State Department of Commerce.

LLP has a much cleaner fuel mix than Washington as a whole or that of the United States. Approximately 67 percent of the electricity generated in the U.S. is from fossil fuels—coal, natural gas, and petroleum—as compared to only 28 percent in Washington state.

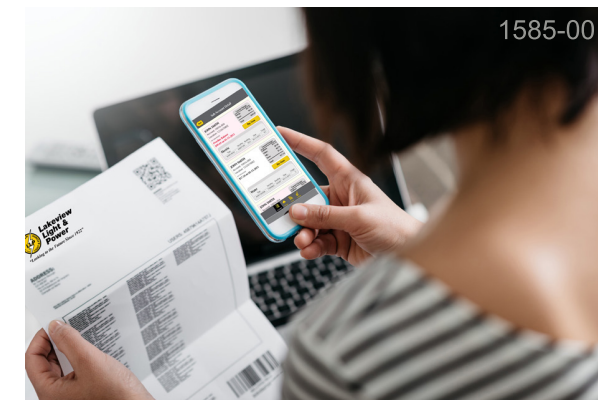


Lakeview Light & Power 2016 Fuel Mix

## Start Paying Your Bill Electronically

Sign up today for LLP’s online bill pay

Most of us are looking for ways to cut down on the amount of time we spend paying bills. Online bill pay with LLP is fast, free and convenient. When you make a payment at **www.lakeviewlight.com**, or use the new app **MY LAKEVIEW LIGHT**, your payment is applied instantly to your account.



To download our new app, go to the App Store and search for **MY LAKEVIEW LIGHT**. To sign up for online bill pay, go to our website, **www.lakeviewlight.com**, and follow the instructions below:

1. On the LLP homepage, click **PAY MY BILL**, then click **REGISTER HERE**, if you are a new user.
2. Create **USER NAME** and **PASSWORD**. Note: Your password must contain at least eight letters and one number.
3. Next, enter your base account number, such as 1234-567.
4. Enter your name in **CAPS** exactly it as it appears on the bill.
5. Enter your phone number, click **NEXT** and enter your email address.
6. Lastly, answer the security questions. Now, you are registered for online bill pay.

## Low-Income Weatherization Makes Lakewood Homes Energy Efficient, Saves Money

Washington State Matchmaker Program partners Lakeview with Pierce County Human Services

Low-income households can save on their energy bills and have more energy efficient homes thanks to a program funded by the state of Washington and LLP. It is part of the Washington State Matchmaker Program, administered by the Washington State Department of Commerce, to permanently reduce energy bills and energy loss in electrically heated homes in LLP’s service territory.

LLP provides a cash sponsorship, which is matched dollar for dollar by the program, to Pierce County Human Services, which qualifies low-income Lakeview customers, conducts a comprehensive energy audit on the home and installs energy-saving measures.

A typical home may receive improvements such as a ductless heat pump system, air seal of cracks and holes, and additional wall, floor, ceiling or attic insulation. Through LLP’s participation in the Matchmaker Program, LLP customers can receive additional improvements beyond what LLP’s energy conservation program could do by itself.

“The investment Lakeview Light & Power is making helps us expand our service and get more homes weatherized,” said Teri Allen, weatherization program specialist for Pierce County Community Connections. “It’s a partnership we really appreciate.”

For more information about the Matchmaker Program, or to find out if your home qualifies for assistance, call Teri at (253) 798-4400 option 3 at Pierce County Human Services.

To complete a pre-application online, please visit: **www.co.pierce.wa.us/1290/Home-Weatherization**.