

C N N E C T E D

FALL 2018

4819-001

A Smiling, Familiar Face Retires

As our advanced meter infrastructure project neared completion, Lakeview Light & Power reached another milestone in its history. Longtime Meter Reader Ann Slayton retired July 31.

A Lakewood hometown girl, Ann attended Tyee Park Elementary, Woodbrook Junior High and graduated from Clover Park High School in 1971.

During her 13-plus years at Lakeview, Ann has walked more than 13,000 miles. To put that into perspective, that is the equivalent of walking from Lakewood to Tijuana, Mexico, more than five times! For Fitbit users, that's more than 30 million steps.



A self-described bone-nut and collector, Ann is fascinated with Native American culture and the history of the American West.

As she enters retirement, Ann is excited to spend more time with family, including her three grandchildren. She recently purchased a snazzy little pop-up trailer so she can travel in style when she hits the open road to visit some of her favorite places, including South Dakota's Badlands and Arizona's Monument Valley.

Happy trails, Ann! Take the road less traveled. It will make all the difference. 89971-001



A Letter From the General Manager

Cybersecurity Testing and Action Plan

Last August, LL&P hired L3 Solutions to perform a cybersecurity assessment. Though much of our inherent risk for a cyberbreach would occur with someone physically inside our offices, we came away with a list of improvements. The final project on our list was documenting a business continuity plan, which has been completed. My plan is to conduct a follow-up audit in 2022.

AMI Implementation

We have installed more than 9,900 AMI meters. Our crews are doing their best to be flexible for short business outages to perform the final change-outs. Implementation at the end of July coincided with the July 31 retirement of our meter reader, Ann Slayton. We appreciate Ann's 13-plus years of faithful service to LL&P and its customers. Please join me in congratulating Ann as she begins her next journey, enjoying retirement, family and traveling.

Once all meters have been installed, we will be able to read, troubleshoot, disconnect and reconnect meters remotely. The new meters enhance our ability to reduce operating costs, quickly identify and restore outages, and improve operational efficiencies and customer service. It is another way for us to deliver on our promise of providing reliable, cost-based power to our members.

Legislation Affecting Cooperative Power

As of July 5, Initiative 1631 gained enough signatures to appear on November's ballot. This initiative—labeled as the Washington Carbon Emissions Fee and Revenue Allocation Initiative—aims to promote more green energy, leveraging fees (or taxes) on carbon emissions and creating jobs. In reality, the initiative is another way to increase state revenues to substantiate more government spending and bureaucracy. The greatest impact of this initiative, if passed by voters, will be additional increases to energy and transportation costs. Watch the LL&P website for more information on this proposal.

Cost-of-Service Study

As I shared at our March 2018 annual meeting, LL&P has absorbed increased wholesale power costs by not increasing rates since May 2016. To refine equitable assignment of expenditures across various rate classes, we hired EES Consulting to perform a cost-of-service study. The emphasis was on analyzing our current costs, revenues, future plant/system improvements and capital budget to design an adequate rate structure.

The study revealed our monthly residential base charge for single meters was inadequate to cover our fixed costs and recent price increases for purchased power. The new rates and structure were approved by the LL&P Board of Directors at the June 18 meeting. Letters have been sent to all members and customers outlining the changes for each rate class. The new rates are effective September 1, but will not appear on bills until October.

Sincerely,

John DeVore, General Manager

Customer Spotlight



It's hard to miss Scott McKay. He is everywhere—at least in Lakewood.

You will spot him on Bridgeport Way by the hospital, on McChord Drive by the JBLM gate, on 59th Street by the Towne Center.

He is not a superhero who wears a cape or a secret-weapon utility belt, but what he does is super.

Armed with an orange reflective vest, a reach-grabber and a roll of trash bags, Scott is on a mission to keep Lakewood beautiful. **137205-001**

You probably have seen him picking up roadside trash in town and wondered, "Who is this guy? Does he work for the city or the county? Where's the rest of his crew?"

Scott doesn't work for either the city or the county—and he is a one man cleaning crew.

A native Washingtonian, Scott grew up outside of Spokane before moving with his family to Anacortes, where he attended high school. He received his bachelor's and teaching certificate from Central Washington University and taught middle school in the Wenatchee area until his retirement.

He says working with kids fueled his sense of civic pride and community involvement, and his latest endeavor—helping keep the streets of Lakewood clean—was a natural extension.

Scott has been a resident for almost five years and considers Lakewood a city with a lot going on. He gets to meet many interesting people when he is out collecting trash and recyclables, and receives lots of encouragement and appreciation from neighbors and passers-by.

Thank you, Scott, from the staff here at Lakeview. You are a big part of what makes Lakewood great!

A New Face at Lakeview

At the end of March, LL&P added another member to the customer service team.

We are proud to introduce Carolina (pronounced Caro-Lee-Na) Gonzalez to our front office.

A 2012 graduate of Mount Tahoma High School, Carolina earned her associate degree in accounting from Clover Park Technical College. As a certified translator, she helps our Hispanic customers manage their accounts, working with them in their first language.

Carolina and her husband have a 5-year-old daughter who is starting kindergarten. In her rare spare time, she squeezes in a workout or Zumba class at her local gym.

The next time you stop by the office, make sure to say "hola!" to her.



136911-001

Energy Assistance Update

In the coming weeks, Pierce County Human Services will mail applications for energy assistance for people in their target group—those who received energy assistance last year who are on disability and 60 or older.

Others can apply for assistance beginning Monday, November 26.

Pierce County Human Services reminds people it can take two months or more to review applications. Submission of an application does not guarantee eligibility for assistance.

Pledges for assistance may not be noted on your account until March, so please budget accordingly for fall and winter energy consumption.

For appointments and applications, please call (855)798-4328 after November 26.

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

In this issue of Connected, we have hidden 5 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.

HOLIDAY CLOSURES: LABOR DAY Monday, September 3 • COLUMBUS DAY Monday, October 8 • VETERANS DAY Monday, November 12 • THANKSGIVING Thursday, November 22 • CHRISTMAS Tuesday, December 25



"Looking to the Future Since 1922"

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