

C N N E C T E D

SPRING 2019

Employee Spotlight

Mark Hadman 138409-001

If Lakeview Light & Power were a baseball team, Operations Superintendent Mark Hadman would be our Cal Ripken Jr. While the “Ironman” played 21 seasons for the Baltimore Orioles, Mark sets the standard for longevity without equal.



A graduate of Bethel High School's Class of 1977, Mark's rookie year here at team Lakeview began in 1978 as a groundsman, digging

ditches earning \$5.00 per hour.

Working his way up the ranks as one of LL&P's first apprentices, he obtained his Journeyman status as both a Lineman and Meterman.

A true utility man in every sense of the word, Mark has served LL&P as Head of the Meter Shop, and Purchasing Director before being named as Operations Superintendent in 2000.

He always likes to keep the mood light around the office with his sense of humor and keeps the staff laughing when someone ends up on the wrong side of a whoopee cushion.

Mark has been married to his wife Lisa for 37 years, and they enjoy spending time with their four grandchildren, and doing a little snorkeling when visiting Maui.

In his spare time, Mark can be found working in his yard, tinkering in his garage, or brushing up on his French.

If you see Monsieur Mark, say bonjour! And thank you for your over 41 years of service to Lakeview.



A Letter From the General Manager

Happy Spring to All:

After the sustained, sub-freezing temperatures we experienced along with “Snowmageddon 2019”, the arrival of spring is much-welcomed! As you can imagine, the continued cold weather has an impact on many of us and especially upon those with limited incomes. The Project Help program works in tandem with Piece County LIHEAP to assist our customers, in times like these. Through the generosity of other customers who contribute, Lakeview matches every \$1 donation with a \$2 contribution of

its own. There are two ways that customers can participate. One is by making a one-time donation to Project Help. Many of our members choose to donate their \$10 credit for annual voting to the program. That \$10 with LLP's match becomes \$30. Another way to contribute is via Project Round-Up. You can choose to have your utility payment to be rounded up to the next dollar. An individual with a power bill of \$78.45 could choose to round the bill up to the next whole dollar amount, or in this example, to \$79.00 – the additional \$0.55 with the LLP match increases the donation to \$1.65. Neither may seem like much, but the dollars do add up to provide help to those needing one-time assistance with their bill. In 2018, we raised over \$17,000 with Project Help and Project Round-up. The Project Help program was able to help over 214 people keep their lights and heat on. For more information on either program, please either visit our website or contact one of our knowledgeable Customer Service Representatives.

During this year's annual meeting, one of our members asked for further clarification of what the **demand** line item is that appears on the monthly bill. I want to address this in two parts — part one in this newsletter and part two in the subsequent newsletter. **Demand** is best described as a “high water” measurement of one's peak electrical use, within a given billing cycle. It captures the highest 15-minute average usage, recorded on a meter. For example, if you had a figure of 9.26 kW appear on the **demand** line of your residential utility bill, it means that during one of the days, of month's billing cycle you required an average of 9.26 kW, to power all the devices you were running. There is currently not a demand charge for residential and general commercial (Rate Class 810) customers. However, this is a substantial variable bill component for small, medium, and large commercial customers with high demands. Utilities need to maintain enough capacity to meet the needs of all its customers' at once. In part two I'll share about the potential of capturing the demand data and how it can be used to support the resiliency of our electrical services to you. 4955-001

Sincerely,

John DeVore, General Manager

Safety is Our Priority

Here at LL&P, "Safety is Our Priority." It's not just a slogan; it's how we do business. Our Linemen and Meter Shop personnel are continually training on how to perform their jobs more safely in a high-voltage environment.

For example, our Apprentice Linemen must complete over 7,000 hours of on-the-job training before earning their journeyman certification,



and an additional three weeks honing their skills at a facility called Camp Rilea near Astoria, Oregon that specializes in safety training for high-line electrical workers. 140325-001

Monthly safety meetings help Lakeview employees identify potential safety hazards, discuss practices to make our workplace a safer environment, and seek opportunities to expand our culture of safety.

To that end, all LL&P employees have yearly OSHA safety training on a wide variety of topics, we are all re-certified annually in First Aid, C.P.R, and O.E.D, and are proud to say that LL&P has not had a safety-related injury in over three years!



FREE LED Bulbs 140990-001

Lakeview Light & Power is distributing a four-pack of 9-watt LED bulbs to all LLP customers who sign up online. These energy-efficient bulbs—which are the equivalent of 60-watt incandescents—will be delivered right to your door at no cost to you!

Place your order while supplies last at www.lakeviewlight.com.

Annual Meeting Recap

On March 19th, Lakeview Light & Power held its 97th Annual Membership Meeting at Lakewood City Hall. The Scholarship Committee awarded three scholarships to graduating high school seniors Ethan Wells and Areauna Brown from Lakes High School, and Sophia de Leon from Harrison Prep School. They also awarded a scholarship to Clover Park Technical College student Dejanae Weidkum so that she may continue working toward her degree in nursing.



Cookies, coffee, and camaraderie was the common theme of the meeting as the members listened to presentations by Assistant City Manager David Bugher, LL&P General Manager John DeVore, and Board President Tom McDonald spoke about the culture of safety here at Lakeview.

On the ballot this year, members approved two by-law changes, one allowing flexibility on the annual meeting date, the other relating to the issuance of paper Membership Certificates. Members also voted on two board positions, retaining Director Avery Johnson and electing former Director Linda McDermott. A special thank you to Laura Speight for her service as Director.

Finally, the meeting wrapped up with the ever-popular raffle, with Lakeview members excited to have their ticket number called to win one of many great gift cards or one of the highly coveted \$100.00 power credit certificates.

All the attendees had a fun and informative time. We hope to see you next year! 137904-001

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: MEMORIAL DAY Monday, May 27



"Looking to the Future Since 1922"

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HOURS:

Monday–Thursday: 7 a.m. to 5:30 p.m.

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