

Lewis County

PUBLIC UTILITY DISTRICT

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March 18, 2020

Notice regarding all Lewis County PUD energy efficiency programs

RE: District response to COVID-19 pandemic

During Tuesday's commission meeting the Lewis County PUD Board issued a resolution declaring an emergency resulting from Covid-19 and it's impacts. As a result, effective at 5:00 PM on 3/17/2020 the District closed the customer lobby locations in both Chehalis and Morton until further notice. The need to minimize potential exposure to ourselves, our customers and our contractors is of paramount importance.

We will continue to offer energy efficiency incentives and run our programs with a few modifications and limitations regarding how they are processed.

- Staff will NOT be performing in-home energy audits.
- Staff will NOT be performing on-site verifications of contractor work. Contractors will need to take pictures of the work, once performed, and submit those pictures to energy services staff electronically by email. For example, pictures of attic insulation will need to be taken with a ruler inserted to show the depth of the insulating material. Picture requirements may vary by project and should be determined with staff before work is completed.
- Window audits and inspections may be done by District staff from the exterior of a structure so long as they can reasonably reduce any direct customer or contractor interaction.
- All applications and supporting documentation must be scanned and submitted electronically at energyservices@lcpud.org or sent by postal mail service to PO BOX 330 Chehalis, WA 98532. All forms and supporting documents can be found on our website <https://www.lcpud.org/save-energy/contractor-resources/>

When it is determined that it is safe and responsible for staff to resume field work under normal operations, staff will schedule after-the-fact audits and verify any work they deem necessary to ensure compliance with program requirements. Should it be determined that work was not completed in accordance with the program requirements, the contractor will be notified of the issue and requested to make any necessary corrections within a reasonable time frame. Corrections not made within that timeframe may result in a suspension of future program participation.

It is the District's goal to continue programs and maintain a high level of service given the circumstances resulting from what is a trying time for all of us. With your patience, understanding and cooperation, we believe we can make this goal a reality. Should you have any questions or concerns, please contact the energy services department at (360) 345-1493, or energyservices@lcpud.org.

Thank you.

Matt Samuelson
Power Supply Manager

