



CURRENTS

WATER & POWER NEWSLETTER FOR YOUR VERA NEIGHBORHOOD »

FALL 2019

Protect your water meter from freezing

You can help keep your water service from freezing by covering your water meter with a foam insulation blanket. The blankets—which are easy to install—are free and available at our office. You can pick up your free insulation blanket at the Vera office Mondays through Fridays from 7:30 a.m. to 5 p.m.

With the proper installation of the blanket, you will trap warmer air from the ground and minimize exposure of the meter to cold air. Please, do not use home insulation because those products soak up water, freeze, and defeat the insulating purpose.

While you are looking at your water meter, be sure to inspect your meter vault cover.

The vault cover is essential to keeping the meter protected and must be in place. If the cover is missing, broken or cracked, call us for help. We have replacements.

Monthly Vera board meetings

The Vera Water and Power board of directors meets on the second Wednesday of the month at 6:30 p.m. at the District office.

Meeting agendas and minutes are posted at verawaterandpower.com. The meetings are open to the public, and you are welcome to attend.

We are a public utility that's governed by five directors who are elected to served staggered, three-year terms. They are also Vera Water and Power customers. To learn more about how to join our board, visit verawaterandpower.com.

ENERGY SAVER

Need a break this holiday season? Give your energy bill one, too!

When leaving for holiday travel, unplug household appliances to prevent energy waste and fire hazard. Learn more at verawaterandpower.com.



Please join Santa and us for our annual open house and tree lights

Bring the whole family Thursday, Dec. 5, 2019, from 4 p.m. to 6 p.m.

**SANTA IS COMING TO VERA!
BRING YOUR CAMERAS TO
THIS FREE AND FUN EVENT
ON DEC. 5.**

Thousands of lights brighten the winter sky along Evergreen Road every year. We invite you to make it part of your family's tradition to stop by and join your neighbors for a hot chocolate and sweet treats. Plus, we will have a special guest from the North Pole.

We will have a special tree lighting ceremony along with holiday crafts for the children. While you are here, you can learn about the LED holiday lights we use which are not only beautiful but energy efficient. Keep an eye on our Facebook page for more details.

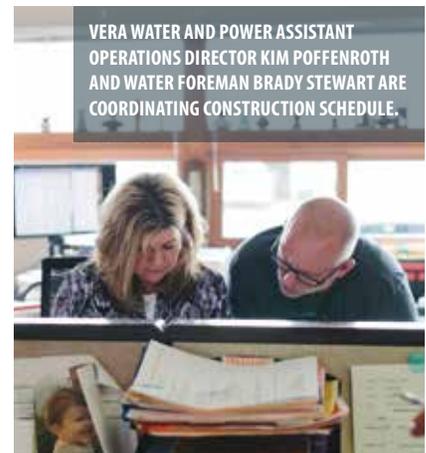
Vera's operations department dispatches water and power crews throughout the district

The day to day delivery of your water and power services is coordinated seamlessly through the professional services of our operations department in partnership with our customer service and IT departments.

While there is no typical day at Vera Water and Power, we are busier than ever with new construction, maintenance, and regular service calls. Over the past five years, our district has grown by 2.52 percent per year.

Additionally, we have been busy building redundancy in our system to improve reliability. Some of these projects included substation upgrades and the installation of new conduit within the district. Investments in

VERA WATER AND POWER ASSISTANT OPERATIONS DIRECTOR KIM POFFENROTH AND WATER FOREMAN BRADY STEWART ARE COORDINATING CONSTRUCTION SCHEDULE.



projects like these make our delivery system more reliable than ever. So, you can count on us to keep the lights on and the water flowing.

Call 8-1-1 before you dig

Underground utility locating is a free service

If you are doing underground work (like installing a fence or planting a tree) remember to always call 8-1-1 before you dig. This applies to your contractors, too.

The locating service is free, but is also the law. So, please call 8-1-1 at least two days before you dig.

We will mark the location of all known underground power and water lines in the area where you want to dig.



Vera in your backyard and on your property

We love dogs, but sometimes they are not so sure about us



Even the nicest dogs can be aggressive when a stranger comes onto its owner's property. Please enclose or restrain your dog from the backyard when work is scheduled on your property or the meter is going to be read.

From time to time, Vera employees may need to come to your home to do work on poles, power lines, transformers, water meters, or perform some other type of service. Sometimes, they may even need to be there at night.

For both your protection and theirs, please remember these safety tips:

- If you ever question whether a person is a legitimate representative of Vera Water and Power, call us at 888-774-8272 to verify their identification and the reason for their visit.
- Vera Water and Power employees have VWP identification cards. Please feel free to ask them to show you their cards.

GENERAL MANAGER'S REPORT

Dear Customer,



First, I want to thank those of you who shifted their sprinkler system start time away from 4:00 am. We made it through the summer pumping season without any crisis days.

WATER SYSTEM UPGRADES

We have started the project to increase the output of our Well No. 2 for next year's irrigation season which will increase our pumping capacity by 3,000 gallons per minute. This should let us have some cushion in operating the water system again.

Over the next decade we will be addressing this issue with many possible permanent solutions, including: (1) a new well, (2) a new reservoir, (3) improvements throughout the distribution system, (4) conservation measures, and (5) sprinkler system education. The actual long-term solutions will probably be a combination of all these measures and some we have not even thought of yet.

WINTER STORMS AND OUTAGES

As I was writing this, other area utilities were responding to large power outages as a result of the winter's first storm. We got lucky. The storm generally passed us to the south, and we did not have any storm-related outages, this time. We know that this can change, and next time we might be right in line with the worst of the storm. Be prepared for outages and know what to do when one hits. There is a lot of great information on this topic on our website, but most of all, don't assume we know that you have a problem. Make sure you let us know you have trouble with your service and leave us your phone number so we can call you back. Sometimes you can be right next to an outage yet have a different problem than your neighbor. In that case, we might fix one thing and assume everyone is back on unless we have the call back number to double-check.

SPOKANE VALLEY GROWTH

Right now, we are experiencing one of the biggest construction booms in our service area in the last 25 years. Between this year's new service connections and the new lots that are being readied for next year, we could experience a 5 percent jump in the number of customers we serve in a short period. Our crews are pushing hard to get things wrapped up while the weather permits. When you see them on the job this time of year be aware of their work zone safety. It can be a lot harder to stop or slow down with water and snow on the road. I know how much they appreciate your caution in their work areas!

ELECTRIC RATES

A couple of weeks ago, I had the unenviable task of writing to you about our most recent rate adjustment. While it is never fun to be the bearer of bad news, this time the increase was the result of somewhat unique reasons that were very technical and hard to explain in a one-page letter. My subsequent discussions with those of you seeking further background data have convinced me that we need to change our procedure to make it easier to find the full detailed technical arguments, should you desire to look completely under the hood. We are in the process of beta testing our new website now, and when it is ready for roll-out, we will include an area for technical papers and other rate case background data.

Thank you again for the opportunity to provide your water and power service. We believe that this neighborhood-owned company reflects the historical values that have made consumer-owned utilities such a great value over the last century.

Kevin Wells

The rainbow ends at Progress Elementary School



Our crew took one of the bucket trucks to this year's Fall Festival at Progress Elementary School. Luckily, the weather cleared, and we were able to raise the American flag. Mother Nature joined the festivities and showed her colors with a glorious rainbow.

Prepare for an outage



Our goal is to limit the number and length of outages you experience, but sometimes outages are unavoidable. Service can be interrupted due to weather, equipment, animals, trees or people.

During a prolonged outage, an emergency kit could help make this experience more comfortable. We recommend using flashlights and avoid using candles. We have a full list for your preparedness kit on our website, verawaterandpower.com.