

• Questions? Reach out to us at
majorprojects@pse.com or
1-888-404-8773 to leave a
voicemail for the project team.

- Learn more about the Glacier battery project at pse.com/glacierbattery.
- Join us on Sept. 27 to discuss PSE's work in Glacier (details inside).

For more information



improving your **ELECTRIC SERVICE** ▶▶▶



In your community

This has been a busy season for Puget Sound Energy in the Glacier community. Just this year, we've brought the Glacier Battery Project online, moved power poles farther from SR 542, trimmed and removed trees near power lines, and installed equipment necessary to use the batteries for backup power during an outage.

These upgrades allow us to meet the current and future power needs in your community, as well as your expectations for safe, reliable and affordable electric service. However, we acknowledge that this process hasn't always been easy for our customers and understand that construction can create impacts. When that construction involves the electric system we use every day, those impacts, such as planned power outages, can be a significant disruption to your daily lives.

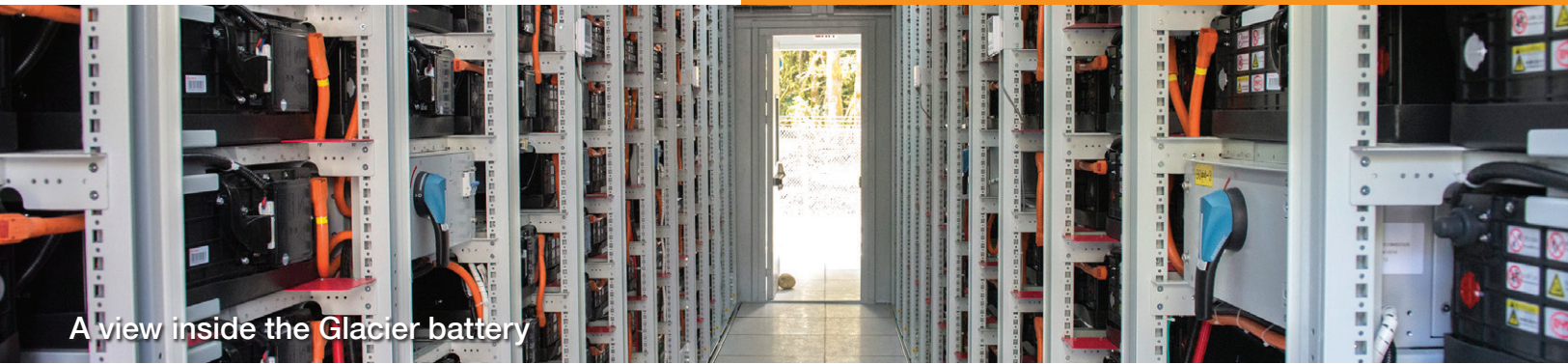
Join us on Sept. 27 to learn more

Do you have questions about PSE's work to improve reliability in Glacier? Our project team will be hosting a get-together in Glacier on Tuesday, Sept. 27 to share information.

Tuesday, Sept. 27 from 11 a.m. to 1 p.m.

Fire station parking lot off of Mt Baker Highway
9953 Mt Baker Hwy, Deming, WA 98244

Can't join us on the 27th? Reach out to us at majorprojects@pse.com or **1-888-404-8773**.



A view inside the Glacier battery

Thank you for your patience

As we've worked to safely improve the reliability of your electric service, we've received feedback and questions about what work is being done now and in the future. We'd like to address some of those questions here, and invite you to join us at a small get-together later this month to discuss these issues further.

Q: I thought the new battery would back up the entire town, not just part of it. How will I benefit if I'm not in the battery back-up area?

A: This is a great question. While the battery isn't large enough to back up all of Glacier, it is expected to back up a core "island" of customers in town. This will allow the central businesses to remain open for use during an outage. In the event of an outage, some residents would still be without power, but they would have access to places with power that would otherwise be unavailable during an outage.

Q: I'm hearing a lot about the battery, but it seems like there's been even more going on in addition to that project. What's the scoop?

A: In recent years PSE has worked on several projects in the Glacier area to improve the reliability and safety of your power.

- In 2014, PSE added a supervisory control and data acquisition (SCADA) system to the Glacier substation. With SCADA technology, PSE receives information about Glacier's electric system remotely, like learning about an outage in real-time. This helps us quickly activate the battery and restore power to your community after an outage.
- Last year, PSE replaced a pole and its switch. The new switch will allow PSE to more reliably respond to storms and other issues in the area's power system.
- This year, PSE worked with Washington State Department of Transportation (WSDOT) to move power poles farther away from SR 542 to meet requirements for the "control zone" – an area adjacent to the roadway that should be free of obstructions. This will improve safety in the area by reducing the likelihood of pole-vehicle collisions.
- PSE also trimmed and removed trees near poles to reduce the frequency of tree-related power outages.