

Columbia River People's Utility District

PowerSource

Issue 2.03, October 2005

New business takes advantage of PUD services

Opening a new business is a huge undertaking.

Launching the new Grocery Outlet in Scappoose was no exception.

As experienced retailers understand, lighting is key to an inviting, successful retail environment. The Grocery Outlet corporate office contacted Tim Lammers from the PUD for advice on high quality lighting options.

Tim coordinated the lighting project with new store operators Brandon & Sam Riahi. Tim suggested high-performance T8 fluorescent fixtures and a lighting design that provided a uniformly well-lit store. As a result, products appear vibrant and appealing on the shelf and packaging is easy to read.

More than high quality lighting

The fixtures Tim recommended also operate more efficiently than the old ones. Operating costs for the new lighting are expected to be 25% less, reducing electricity costs of \$3,000 per year.

While Sam and Brandon have lots of experience launching new Grocery Outlets, one thing made this store unique:

"We've never had this kind of support and expertise from a utility, anywhere we've operated a store," said Brandon. "Tim has been a great resource because he

understands our business needs and had invaluable advice on how to get the most out of our energy dollar."

To learn more about the PUD's programs & services for businesses, contact Tim Lammers at (503) 397-8155 or tlammers@crpud.org.



Project Summary:

Installed Cost:	\$29,526
PUD Rebate:	\$13,024
Oregon Tax Credit:	\$10,334
Net Cost:	\$ 6,168
Annual Cost Savings	\$ 3,134
Simple Payback	2 years

PUD completes survey of business customers

The PUD conducts market research with its customers every year. The programs we offer as well as how we conduct business are based on the results of our customers' responses.

In May and June of this year the PUD contracted with Scappoose- based Acti-Dyne Research to contact all PUD business customers. The PUD wanted a better understanding of companies that do business in our service territory, what their energy needs were and how the PUD could best serve those needs.

What we found

The typical business customer provides a service (55%), has less than 10 employees (78%), owns their building (60%), has air conditioning (68%) and doesn't use email to conduct business (53%).

When receiving information from the PUD, 82% of our customers prefer conventional mail over email. They also prefer summary information with directions to more details.

Over half have heard of the PUD's energy efficiency programs (54%). The programs most mentioned were lighting and weatherization. Nearly 15% of customers indicated that they participated in a PUD efficiency program.

There was strong support for PUD sponsorship of local events (78%) as well as offering incentive rates to bring new business to our community (68%). This support was balanced by a strong concern to keep electric rates low for all customers.

The results summarized above are based on contacts made with over 800 of the 1,000 business customers the PUD serves. Interviews were conducted with over 500 customers. The PUD wishes to thank all businesses that participated. If you would like to receive a complete summary of the survey results, contact Thad Roth at (503) 366-3254 or troth@crpud.org.

How you rated us:

How would you rate the PUD (10 = excellent, 1 = dismal)	Avg.	Rank
Q30. Overall performance in serving your electric utility needs?	9.1	#1
Q33. Prompt, courteous, and knowledgeable employees	9.1	#2
Q32. Clear and easily understandable monthly bills?	9.0	#3
Q31. Prompt and effective response to power outages?	8.8	#4
Q34. It is important that you have a voice in how our electric utility operates, including how it sets rates and plans for the future.	8.8	#5
Q35. The PUD is a believable source of information	8.7	#6
Q36. The PUD operates in a financially responsible manner.	8.5	#7
Q37. The PUD seeks input from the community on important issues.	8.1	#8

Burgerville signs on for PUD's Choice Energy Program

On August 15 the St. Helens Burgerville restaurant signed up for Columbia River PUD's Choice Energy renewable wind program. The local restaurant will purchase 100% of their electricity from wind farms in eastern Oregon.

The Holland, Inc., parent company of the Burgerville restaurant chain, announced that it has expanded upon its long-standing commitment to sustainable operating practices and local ingredients by committing to use renewable wind power to provide 100 percent of the electricity needs of all Burgerville and Noodlin' restaurants throughout Northwest Oregon and Southwest Washington, as well as its local headquarters in Vancouver, Washington.



A tradition of sustainability

Sustainable practices have been a pillar of The Holland, Inc.'s mission since it was founded in 1922. Believing that companies have a responsibility to adopt practices that are good for the local community

and the environment, the The Holland, Inc. partners with local farmers and ranchers to ensure top-quality ingredients and to give back to the local communities that sustain the company's restaurants. Utilizing Northwest renewable wind power is another way we can help to drive adoption of sustainable practices in our region. Beyond the notable environmental impact that implementing wind power at all of our Burgerville restaurants has, this act would not be whole without encouraging others to do the same.

"Our approach to running a successful restaurant is based on putting guests, employees and communities first," said Jeff Harvey, chief operating officer, The Holland, Inc. "As evidenced by the innovation of our food concepts, the use of fresh and sustainable local ingredients, and with the selection of 100% wind power for our restaurants and offices, we remain committed to business practices that benefit our guests and enhance the communities we live in."

"Through their support of renewable wind power, the Holland, Inc. and Burgerville have shown true leadership in sustainable business practices," said PUD General Manager Kevin Owens. "We are very pleased to have them as a Choice Energy customer."

If you would like to learn more about the benefits of purchasing renewable wind power for your business, call Thad Roth at (503) 366-3254 or visit www.crpud.net.

Choice Energy for businesses:

The PUD's Choice Energy program makes it easy to show how your business practices enhance your community. Visit www.crpud.net to sign up for one of these wind power plans:

Chinook Breeze:

Purchase 100% of your electricity use from wind farms in eastern Oregon by paying an additional 1.5¢/kWh.

Columbia Waves:

Buy 100 kWh blocks for \$2 each per month.



CHOICE ENERGY
Your Energy. Your Choice.

Efficiency Tips - Heating & Cooling Systems

- Install time clocks or setback-programmable thermostats to maximize energy efficiency.
- Install locking covers on your thermostats to prevent employees from tampering with temperature settings.
- For optimal energy savings, set thermostats at 78° F for summer cooling and 68° F for winter heating. In winter, set the thermostat as low as 55° F when the building is unoccupied.
- Consider replacing old HVAC systems with new energy-efficient systems.
- Install or upgrade ceiling and wall insulation.
- Replace single-pane windows with energy-efficient, ENERGY STAR® qualified windows.



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