



PowerSource

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Outage Restoration

In responding to an outage we follow a set of guidelines to restore power in the safest and most expeditious manner.

- Customer and employee safety comes first. We clear downed power lines, poles and other public safety hazards first.
- Restore power to emergency services. Fire, police, 911 and other essential services must be functional especially in a widespread emergency.
- Restore service to the largest number of customers first.
- Restore power to individual businesses and homes.

Power Outages - Preparation is Key!

Power outages can create many headaches for business owners. Safety for employees and customers is always the top concern but close behind is lost product and sales.

Since outages create many challenges for your business or organization, understanding

what causes them and our priorities in power restoration can help you plan ahead.

Outages most likely to affect business customers tend to come in two flavors. Outages that occur on the transmission system affect large groups of customers. In these cases, power is usually restored in an

hour or less because we can re-route it from other directions.

Accidental damage, such as a car crashing into a utility pole

or padmount transformer, is the other common cause of outages for businesses. These outages tend to affect fewer customers but repairs can be more difficult and take longer. There are even occasions when we have to cut power to additional customers to make necessary repairs.

Be prepared for outages

Between Mother Nature, accidents and equipment failure, outages happen. Even if we keep your power on 99.99% of the time, your business may still be affected by occasional outages.

That's why you need an outage response plan. In our next edition of the Power Source we'll share some strategies businesses use to deal with the difficulty of power outages.

If you would like to learn more today about how you can minimize the impact of outages on your business contact Tim Lammers, Commercial Energy Advisor, at 503-366-3254 or tlammers@crpud.org.



On February 5th a truck hit this utility pole on Pittsburg Road, causing an outage for nearby homes & businesses.

Business is complicated enough - make bill paying simple!

Most of the businesses we serve receive their electric bill in the mail and pay by mailing a check back to us. We have other options that make paying your PUD bill quick and easy.

Improve your cash flow

Budget Pay makes your monthly electric bill predictable and smooths out seasonal changes. When you sign up for Budget Pay, you pay the same amount each month regardless of actual usage. Each spring we'll review your actual usage and true up your monthly payment. Budget Pay enrollment is happening now - contact Customer Accounts today at (503) 397-0590 or custsvc@crpud.org to dial your bill in for the next year.

Go electronic

Always Current is an automatic payment program that eliminates the hassles of receiving and paying your utility bill the old fashioned way. You receive your bill via email and your payment is automatically deducted from your checking or savings account. No more bills to file or checks to write. You can sign up for Always Current by contacting Customer Accounts at (503) 397-0590 or custsvc@crpud.org.

Track your account from your computer

No matter how you pay your PUD bill, you can have instant access to your current bill, account history and usage information from your computer at home or work with Account Online. You can sign up on our website at <http://www.crpud.com/> or call Customer Service at (503) 397-0450.

Need help choosing?

If you're not sure which payment option would be best for you, give Customer Accounts a call or contact Commercial Services Advisor Tim Lammers at (503) 397-8155 or tlammers@crpud.org.



Writing a check still works, but our automatic payment options make life simpler for many PUD customers.



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