

Columbia River People's Utility District PowerSource

Issue 2.01, January 2005

Customer Profile - Looslea Holsteins

Customer: Netti Loos – Looslea Holsteins
35800 Riverside Ln, Scappoose

What: Single-Pass Plate Heat Exchanger on Milk Cooler

How it Works:

Milk on it's way from the cow to the milk tank cooler is pumped through a heat exchanger that cools the milk before it enters a refrigerated storage tank. Wash down water on it's way from the well to the task is used to cool the milk in the heat exchanger. The heat in the milk is given up and transferred to the wash down water. Of course, the water and milk do not mix.

Columbia River PUD has rebate funds for all sorts of commercial energy saving projects such as lighting, weatherization, refrigeration, heating and cooling, adjustable and variable speed drives, etc.

Project Summary

| | |
|--|-------------|
| Material and Installation Cost: | \$2,777 |
| Less PUD Rebate | \$1,944 |
| After Rebate Cost | \$ 833 |
| 2004 Oregon Business Energy Tax Credit | \$ 972 |
| After Tax Credit Cost | \$ (139) |
| Estimated Annual Energy Cost Savings | \$ 592 |
| Payback | Immediate |
| Estimated Annual Energy Savings | 12,177 kWhs |



Invest in wind energy for better business results

Now you can support the development of renewable wind energy in Oregon, thanks to a new program called Choice Energy. Supporting the development of new renewable energy is important to your business. Your participation will distinguish your company as a community and environmental leader.

Appeal to consumers. As customers become more conscious of business environmental performance, support of renewable energy is a recognized way of differentiating yourself from competitors.

Strengthen relations within your local communities. A commitment to support renewable energy establishes the business as a good neighbor and strengthens its “license to operate.”

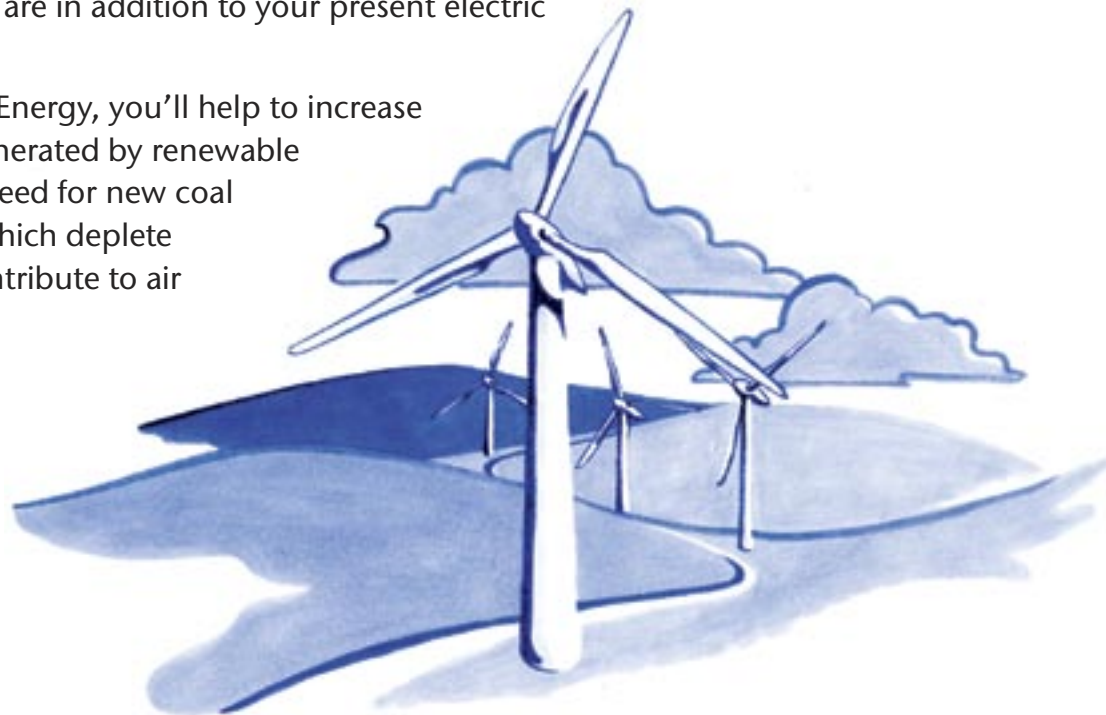
Enhance relations with employees. By supporting renewable energy resources a business shows its concern for environmental and social values that may be important to both its current and prospective employees.

Gain local recognition. Columbia River PUD will recognize business customers for their participation in Choice Energy. Our recognition program includes online acknowledgements, print advertisements and in store signage.

You can buy wind energy by choosing one of two Choice Energy plans. The Columbia Waves Plan allows you to purchase 100 kWh blocks of wind power for \$2 per block per month. You decide how much wind energy to buy and how much you pay each month. The Chinook Breeze Plan allows you to purchase 100% of the electricity you use from wind generation project for an additional 1.5 cents per kWh. Your usage and cost will vary each month. These costs are in addition to your present electric bill.

By signing up for Choice Energy, you'll help to increase the amount of energy generated by renewable resources, reducing the need for new coal and natural gas plants, which deplete natural resources and contribute to air pollution.

To learn more about Choice Energy, contact Tim Lammers at (503) 397-8157 or tlammers@crpud.org, or visit www.crpud.net.



Now open 24/7

If you have Internet access, you can view or pay your PUD bill online 24 hours a day, seven days a week using our free Account Online service.

It's convenient

With Account Online, you can do business with us on your schedule. When you log in, you'll be able to:

- View and pay your bill
- Review old bills
- Change your billing options
- Analyze your electric use
- Change your contact information

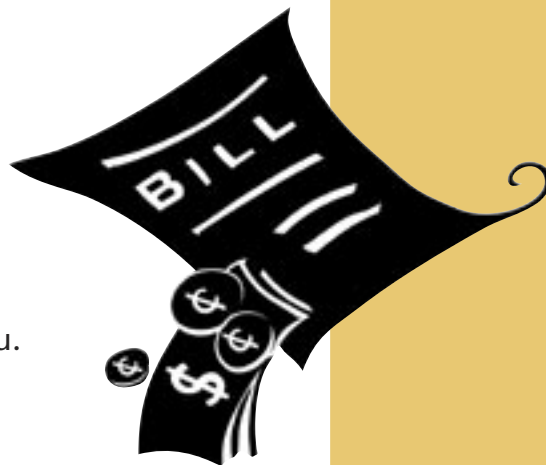
Account Online is available to all PUD customers. If you have multiple accounts, you can even use a summary billing feature to see all of your bills in one place.

It's secure

Account Online uses a secure connection and multiple safeguards to protect your information. You'll have a unique customer number and password, and the information you send will be encrypted before it is transmitted to us.

Have questions?

If you'd like to learn more about Account Online, contact Customer Accounts at (503) 397-0590 or custsvc@crpud.org and we'll be happy to help you.



PUD's annual audit now underway

Send your comments to our independent auditor

Each year, an independent auditing firm reviews the PUD's accounting records to ensure that we are conducting business in compliance with generally accepted accounting practices and that internal controls are in place to safeguard the PUD's assets.

As part of the audit, a review of customer records and billing activity is performed. If you feel you have been billed incorrectly please notify our auditors, in writing, and describe your billing error. Please include a copy of your billing statement, if available.

Send your letter to:

Kenneth Kuhns and Co.
570 Liberty Street SE, Salem, OR
97301

Efficiency Tips - Commercial refrigeration

- Perform regular maintenance on refrigeration units.
- Keep evaporator coils clean and free of ice build-up. Brush coils weekly with a non-metallic brush.
- Adjust door latches and replace worn door gaskets.
- Use night covers on display cases.
- Install auto door-closers and strop curtain on walk-in freezers and coolers.
- Keep refrigerators and coolers full but not overloaded.
- Remove case lighting to reduce refrigeration and light energy use.
- When purchasing a new refrigeration system, select an ENERGY STAR® qualified model or a system with a high energy efficiency rating (EER)
- Maintain display fixtures and freezers at proper temperatures to maximize energy savings:

| | | | |
|-------------------|-------|------------------------|--------|
| Frozen food cases | -8° F | Ice cream cases/chests | -14° F |
| Deli cases | 35° F | Beer cases | 40° F |
| Soda/dairy cases | 40° F | | |



A COMMUNITY-OWNED UTILITY

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