



Power Lines

Keeping the lights on - Our commitment to reliable service

Providing safe, reliable electric service is our top priority. While no electric system can be 100% interruption proof, we work every day to ensure that our distribution system is well maintained and free of any hazards.

Trimming Trees

Trees and tree limbs are a common cause of outages, especially during wet and windy weather. As a result, tree trimming is an important part of our outage prevention program. Overgrown trees that could make contact with our power lines are trimmed or removed. Your support in allowing us access to trees that are on your property is essential to help prevent outages.

Improving Reliability

Our line crews ensure that our distribution system is well maintained and free of any hazards. This includes upgrading parts of the distribution system to higher-capacity wires, placing sections of line underground in hard-to-reach areas where outages are more frequent, and

building new sections of line that give us the ability to re-route power temporarily during outages to get your lights back on quickly.

Preventing Problems

System inspections are a proactive way we prevent outages. Each year we scan our entire system using an infrared camera that identifies "hot spots" created by potentially faulty equipment. This allows us to make repairs before outages occur.

We also inspect our utility poles and replace those damaged by insects, moisture or other factors.

Planning for the Future

Our engineering staff designs additions to our distribution system with the future in mind. We use growth forecasts to determine where new substations will be needed and when to increase capacity on main feeders to meet our needs today and in the future.

Providing reliable service is a top priority for your PUD. We take it seriously.



This pole near Pittsburg Road was hit by a truck. Human error was the cause of 32 outages last year.

When the Power Goes Out:

1. Check your breaker box or fuse panel for tripped breakers or blown fuses.
2. Call our Outage Hotline to report the outage: **(503) 397-1844**
3. Turn off all electric heaters, water heaters and cooking equipment at the breaker or fuse panel. When power is restored, you can turn these back on one at a time, in 15-minute intervals.
4. Unplug sensitive electronic equipment such as computers, TVs & stereos to prevent damage from voltage surges or spikes when power is restored.



24 Hour Outage & Emergency Hot Line: (503) 397-1844 • Email: info@crpud.org
 Website: www.crpud.net • Business Hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

Simplify life with *Always Current* Automatic Bill Payment

Always Current makes paying your PUD bill simple!

- Receive your PUD statement by email
- Your payment is automatically deducted from your account
- View your payment history and electricity usage online, anytime

To Sign Up

To sign up for *Always Current*, call Customer Accounts at (503) 397-0590, fill out the form on the back of this coupon, or visit www.crpud.net.



Low-Income Energy Assistance Program available through Community Action Team

The Low-Income Energy Assistance Program (LIEAP) is a federally-funded program that assists low-income households with home heating costs. Community Action Team (CAT) is the agency that distributes LIEAP funds in our area.

This year, CAT will begin taking calls on October 1st to schedule LIEAP appointments for elderly and disabled customers, and those with children under the age of 6. All others can call CAT beginning December 1st to schedule an appointment. Their phone number is (503) 397-4951.

PUD assistance programs

The PUD also offers two assistance programs for low-income customers - the Neighbor's GLOW Fund and the Special Waiver. For more information about them, contact Customer Accounts at (503) 397- 0590 or custsvc@crpud.org.

Get into hot water... and stay there for a lifetime.

Ordinary water heaters last 10 to 15 years. Their metal tanks corrode and eventually leak, leaving you with quite a mess and no hot water.

That's why you should choose a Marathon® water heater. Marathon water heaters have plastic tanks that will never corrode, rust or leak. They're also the most energy-efficient water heaters on the market, which means you'll spend less to heat the water you use.

We offer rebates of up to \$250 and 0% financing on Marathon water heaters. With a deal this good, you don't need to wait until your old water heater fails to replace it, you can install a Marathon tank now and you'll be in hot water for a lifetime.

To learn more, contact our Energy Experts at (503) 366-5470 or visit www.crpud.net.



See the light - Get CFLS!

Switch to ENERGY STAR® qualified CFLs. If every American swapped just one light bulb for an ENERGY STAR labeled Compact Fluorescent Lamp (CFL), it would collectively save more than \$8 billion in energy costs and remove 2 million cars worth of greenhouse gas emissions from our atmosphere.

Need another reason to switch?

CFLs save money - The less energy it takes to light your house, the lower your electric bill will be. That's why you should replace the lights you use most often with CFLs.



CFLs last a long time - CFLs can last up to 10 times as long as standard bulbs, so they're an excellent choice for lighting in hard-to-reach areas.

CFLs produce good light - In a recent test by Popular Mechanics, CFL bulbs outperformed standard bulbs in tests for color, brightness and quality of light.

Learn more: To learn more about CFLs, visit www.energystar.gov or contact our Energy Experts at (503) 366-5470 or experts@crpud.org.

Win a Christmas Basket

We're selling raffle tickets for a basket full of Christmas treasures. The raffle is a fund raiser for our GLOW Program, which provides emergency bill paying assistance to low-income PUD families. Tickets are \$1 each or 6 for \$5 and are available at the PUD office or at any PUD pay station. The winning ticket will be drawn in December.



Sign up for *Always Current* - Automatic payment with email billing

Always Current is an automatic payment program. You receive your bill via email, and your payment is automatically deducted from your checking or savings account. To sign up, complete this form and return with payment or submit to: Columbia River PUD, PO Box 1193, St. Helens, OR 97051. ****Please include a voided blank check with this form.****

Name: _____

Address: _____

City/State/Zip: _____

PUD Customer Number: _____

Phone: _____

Email: _____

Choose a Password: _____

Bank Name: _____

Name on Account: _____

Bank Routing #: _____

Bank Account #: _____

Type of Account: Checking Savings

Signed: _____

Date: _____

