



# Power Lines

A monthly newsletter from Columbia River People's Utility District

November 2008



Lineman Cary Gray repairs a power line that was broken when a tree fell through it.

## How We Get the Lights Back On

When outages occur, our crews work to restore your power as quickly and safely as possible

Providing safe, reliable electric service is our top priority. While no electric system can be 100% interruption-proof, our line crews work every day to ensure that our distribution system is well maintained and free of any hazards. When outages do occur, the crews work quickly and safely to get your lights back on.

### Prioritizing Repairs

When a storm causes multiple outages, we prioritize repairs to get the largest number of customers back on first. Here's how:

- First, we repair damaged transmission lines. These lines bring power to our electrical system from generation sources like Bonneville Dam. Line crews from BPA and PGE are called in when transmission lines owned by these organizations need repair.
- Next, we repair our substations, which transfer power from transmission lines to the main distribution lines that carry power throughout our service area.
- After the substations are repaired, we turn our attention to our main distribution lines, and then to tap lines, which carry electricity from the main distribution lines to smaller groups of customers.
- Once all distribution lines and tap lines are repaired, we begin working on service lines, which typically bring power to only one or two locations.

Restoring power after a major storm can be a big job. Although we can't always restore everyone's power in an hour or two, you can be assured we're working as quickly and safely as possible to get your lights back on.

### No Power?

1. Check your electric meter. If there are numbers on the display, then the problem is within your home. If the display is blank, your power is out and you should contact us to report it.
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](mailto:info@crpud.org)  
Website: [www.crpud.net](http://www.crpud.net) • Business Hours: 8:00 a.m. - 5:00 p.m., Monday - Friday

## Give Light, Offer Warmth with the Neighbor's GLOW Fund

The long days of summer have come to an end, and chilly winter days are just around the corner. For some families, higher winter electric bills are a burden that can create a major financial crisis. There is help for these families through the Neighbor's GLOW Fund.

Your tax-deductible gift to GLOW helps where help is needed most - every dollar goes to customers needing assistance to avoid disconnection of their electric service. You can make a one-time contribution, or donate a little each month as part of your electric bill. To make a donation, just fill out the form on the back of this coupon and return it with your payment.



# Beware - Telephone Scam Targeting PUD Customers

Recently PUD customers have reported receiving fraudulent calls from someone claiming to be a PUD billing department representative. The caller asks customers to provide their credit card number or other personal information over the phone.

The caller is using a variety of tactics, including stating that the customer has a past due balance and must pay immediately in order to avoid disconnection, or stating that the customer's credit card has expired and that the customer must provide new credit card information to pay their bill and avoid late fees.

If you receive a suspicious or unusual call from someone claiming to work for the PUD, do not give the caller any information. Hang up and call Customer Accounts at (503) 397-0590 to determine whether the call is legitimate.

If the call was fraudulent, report it to your local law enforcement agency and consider contacting the national credit reporting agencies, Equifax, Experian and TransUnion, to place a fraud alert on your account.

## Create a home emergency kit

Emergencies happen when you least expect them. Whether you are faced with a storm, natural disaster or an extended power outage, you can keep your family safe and comfortable by preparing a home emergency kit containing these essential items. Don't forget to prepare a smaller kit for each car that you drive. Here are some of the items to include:

**Water** - Three gallons per person

**Food** - A three-day supply of nonperishable food: canned vegetables, dried fruit & nuts, peanut butter and protein bars. Include a can opener and utensils.

**Radio, flashlight & extra batteries**

**First aid kit**

**Money** - Extra cash and coins

**Extra blankets and clothing**

**Personal hygiene items**

**Pet supplies** - Food and water for pets

**An emergency contact list, paper and pencil**

**Dust mask**

**Duct tape and plastic sheeting**

**Crescent wrench** - For utility shut-offs

**Matches** - In a waterproof container

**Map of local area**

**Other important items** - A three-day supply of prescription medication, extra eyeglasses, copies of important documents (marriage & birth certificates, insurance policies, passports) and toys or books.



## Holiday Safety Tips

- Don't use electrical decorations with cracked or frayed sockets, bare wires or loose connections.
- Don't staple or nail through light strings or extension cords.
- Don't overload extension cords or allow them to run through water or snow on the ground.
- Before using an electrical product outdoors, make sure it is UL approved and marked for outdoor use.
- Don't use electrical ornaments or light strings on artificial trees with metallic leaves or branch coverings.
- Turn off all light strings and electrical decorations before leaving home or going to bed.



# GLOW Donation Form

**COLUMBIA RIVER  
PUD**  
A COMMUNITY-OWNED UTILITY

Please add  \$1  \$3  \$5  \$\_\_\_\_\_ to my bill each month.

My one-time donation of \$\_\_\_\_\_ is enclosed.

Please add my one-time donation of \$\_\_\_\_\_ to my next bill.

Name: \_\_\_\_\_ PUD Customer #: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Donations to the Neighbor's GLOW Fund are tax-deductible.*

