



# Power Lines

A monthly newsletter from Columbia River People's Utility District

March 2009

## Skip the Stamp - Easy Payment Options

When you pay your PUD bill each month, do you write a check and send it to us in the mail? Here are a few other options that can make paying your bill simpler and may even save you the cost of a stamp. Sign-up forms for Budget Pay, Power Pay and Always Current are on the back of this newsletter.

### Equal Monthly Payments

**Budget Pay** takes the bite out of high winter heating bills. You pay the same amount each month; your payment amount is based on your average usage over the previous year and is adjusted each spring.

### Automatic Bank Deduction

With **Power Pay**, your bill is paid automatically each month through a deduction from your bank account. You still receive a monthly statement showing your usage and the amount due, but you won't have to worry about writing a check and mailing it in, and you won't need a stamp.

### Automatic Deduction with Email Billing

Our **Always Current** program combines Power Pay and Email Billing. You receive your PUD statement by email each month, and your bill is paid automatically through a deduction from your bank account.

### View or Pay Your Bill Online

**Account Online** is a website that gives you instant access to view your PUD bill and account history. You can pay online using a Visa, MasterCard, Discover Card, or bank draft.



### Pay by Phone

You can pay your bill using our **Automated Telephone Payment System** by calling Customer Accounts at (503) 397-0590 and choosing option #1.



## Heat Bills Too High?

The long cold snap this winter caused high heating bills for a lot of people. With spring just around the corner, now is a good time to start thinking about efficiency improvements you can make to keep next year's bills lower. The best place to start is with a home energy evaluation. Your heating fuel determines which organization will provide your evaluation:

### If you heat with electricity:

Our Energy Experts offer free online and in-home energy audits.

Phone: (503) 366-5470

Web: [www.crpud.net](http://www.crpud.net)

### If you heat with natural gas:

NW Natural gas offers a free home energy use analysis on their website and free energy-saving tips.

Phone: (503) 220-2361

Web: [www.nwnatural.com](http://www.nwnatural.com)

### If you heat with oil, butane, propane, kerosene or wood:

Contact the Oregon Department of Energy about the State Home Oil Weatherization (SHOW) Program:

Phone: (800) 221-8035

Web: [www.oregon.gov/energy](http://www.oregon.gov/energy)



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

## GLOW Book Sale

April 1 - 30, 2009

At the PUD Office in Deer Island  
8 a.m. to 5 p.m., Monday - Friday

Proceeds benefit the Neighbor's GLOW Fund, which provides emergency bill payment assistance to PUD customers.



**Know what's below.  
Call before you dig.**

If you plan to dig anywhere on public or private property, Oregon law requires you to call the Utility Notification Center at least two business days in advance. If you don't call and you damage any utility facilities, you will be liable for repair costs.

For more information, dial 8-1-1 or visit [www.callbeforeyoudig.org](http://www.callbeforeyoudig.org).

### Sign-Up for **Budget Pay** - Pay the same amount each month, year-round

Complete this form and submit to: Columbia River PUD, PO Box 1193, St. Helens, OR 97051.  
Budget Pay amounts are calculated each March. A minimum 12 month billing history is recommended.

- Yes, I'd like to sign up for Budget Pay and make equal monthly payments on my PUD bill.
- Please add a \$\_\_\_\_ Neighbor's GLOW Fund donation to my monthly Budget Pay amount.
- Call me. I have some questions.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 Signature: \_\_\_\_\_

PUD Customer Number: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Day Phone: \_\_\_\_\_  
 Date: \_\_\_\_\_



*This authorization shall remain in effect until cancelled.*

### Sign-Up for **Power Pay** - Automatic deduction from your bank account

Complete this form and submit to: Columbia River PUD, PO Box 1193, St. Helens, OR 97051.

When you receive a bill that says "POWER PAY - DO NOT PAY" you'll know that Power Pay is activated for your account. Until then, please continue to pay your bill as before. **\*\*Please include a voided blank check with this form\*\***

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City/State/Zip: \_\_\_\_\_  
 PUD Customer Number: \_\_\_\_\_  
 Daytime Phone: \_\_\_\_\_  
 Signature: \_\_\_\_\_

Bank Name: \_\_\_\_\_  
 Name on Account: \_\_\_\_\_  
 Bank Routing #: \_\_\_\_\_  
 Bank Account #: \_\_\_\_\_  
 Type of Account:  Checking  Savings  
 Date: \_\_\_\_\_



*This authorization shall remain in effect until cancelled.*

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

Complete this form and 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: \_\_\_\_\_

BankName: \_\_\_\_\_  
 Name on Account: \_\_\_\_\_  
 BankRouting#: \_\_\_\_\_  
 BankAccount#: \_\_\_\_\_  
 Type of Account:  Checking  Savings  
 Signed: \_\_\_\_\_  
 Date: \_\_\_\_\_

Add Budget Pay option? (Equal monthly payments, amount calculated each March)

- Yes
- No

*This authorization shall remain in effect until cancelled.*

