



Power Lines

A monthly newsletter from Columbia River People's Utility District

November 2009

Major Storms: Getting the Lights Back On

Restoring power during a major storm takes much more than just flipping a switch or repairing one downed line. When storm damage extends throughout our service area, getting everyone's lights back on can take time and it has to be done safely. Our goal is to get the largest number of customers back on in the shortest amount of time. Here's how we prioritize repairs to get the job done:

24 Hour Outage & Information Hotline
(503) 397-1844



Transmission lines like this one near Rainier carry electricity to substations that serve thousands of customers.

- 1. Transmission lines** are 115,000 volt lifelines that bring electricity to our system from BPA generation resources. These high voltage lines deliver power to our substations. Transmission outages affect thousands of customers, so we repair them first. Power outages originating on BPA's transmission system must be repaired by their crews.
- 2. Substations** transform power from 115,000 volts to 12,500 volts and deliver it to our distribution lines. A single substation can also serve thousands of customers, so substations are always a high priority for service restoration.
- 3. Distribution lines** carry power from our substations to the farthest reaches of our service area. As the lines get further from the substation the wires get progressively smaller and the number of customers served gets smaller too. Consequently, our linemen restore power by starting at the substation and working their way out to the ends of the distribution lines.
- 4. Service lines** connect your home or business to our electric system. For your power to be on, the transmission line, the substation, the distribution line and the transformer serving your home or business must be energized. That's why service lines are the last order of business during a major restoration effort.



What You Can Do

- Restock your 72-hour kit to prepare for storms.
- Call (503) 397-1844 to report outages and downed lines.
- For your safety, stay away from downed power lines.
- Leave a porch light on. It helps us diagnose outages.



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

Free & Low-Cost Ways to Lower Your Energy Bills

- Turn your thermostat down a few degrees. Set it lower when you are away or asleep.
- Set your water heater at 120° (140° if your dishwasher has no heating unit).
- Take shorter showers. Showers can account for 2/3 of water heating costs.
- Only run your dishwasher when it's full. Use the energy-saver mode.
- Turn the lights off when you leave a room.
- Replace burned out light bulbs with compact fluorescent bulbs.
- Caulk or weather-strip around all exterior openings.
- Keep drapes closed at night to keep heat in.
- Keep your fireplace damper closed when your fireplace is not in use.



Sealing around plumbing penetrations and caulking & weather-stripping around doors and windows will help keep heat in.



If we each give a little,
it helps a lot.

Please give to GLOW.

The economic downturn and high unemployment rate have left many PUD customers struggling to pay their electric bills. Our Neighbor's GLOW Fund helps these customers avoid disconnection for nonpayment. Demand for GLOW assistance just keeps growing, and we need your donations now more than ever.

The next time you pay your PUD bill, please consider giving a little extra to GLOW. We've made it easy with these donation options:

- You can "Round Up" for GLOW when you use Account Online to pay your bill. Round Up increases your payment to the next whole dollar amount, or any additional amount you want to pay, and the difference goes to GLOW.
- If you pay by check, you can add a GLOW donation on your remittance stub.
- You can use the sign up form below to make an automatic GLOW contribution.

GLOW is funded entirely through donations and fundraisers. All the money we raise directly assists PUD customers. We appreciate your support!

Holiday Lighting Safety Tips

- Don't use electrical decorations with cracked or frayed sockets, bare wires or loose connections.
- Don't staple or nail 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 lights on artificial trees with metallic leaves or branch coverings.
- Turn off all lights and electrical decorations before leaving home or going to bed.



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

GLOW Donation Form

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: _____ Account #: _____

Signature: _____ Date: _____

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