

Become Involved with Your Local Electric Utility

We are community-owned and community-operated by you, our customers, and we want to help show off your many talents.

Enter Our Calendar Photo Contest

Each year, we produce a calendar full of beautiful, scenic pictures of Columbia County.

The photos that appear in the calendar are taken by customers like you, and submitted to our annual PUD Calendar Photo Contest.

We are accepting photo submissions until September 6. Then, our panel of judges will select finalists for each season. The winning shots to appear in our next calendar are decided by a contest on our website and in our office in October.

To enter the contest, email high-resolution photos to kbo@crpud.org. Photos should be submitted in landscape format and should depict the scenic beauty of our county.

Contest details and application materials can be found on our website at crpud.net/calendar or by calling (503) 366-3243.

Recognize a Hero

Our community is full of outstanding individuals who volunteer their time and talents to help make this a great place to live. Our Community Heroes program was created to celebrate these individuals.

Each month, we have a different category. In August, we will recognize someone who goes above and beyond volunteering with pets and animals. In September, we will honor our emergency responders.

We rely on you to nominate the people you know in the community who are deserving of this award. Once a Community Hero has been selected, we produce a short video in which we interview the Hero and the person who made the nomination, giving them an opportunity to highlight the organization they volunteer for and explain its significance to our community.

You can see our past Community Heroes or nominate someone at crpud.net/hero. Nominations can be made at any time.



Photo by Dwaine Charbonneau



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 Digital: crpud.net • facebook.com/crpud • twitter.com/crpudUtility
 Hours: Monday - Thursday, 7:00 a.m. - 5:30 p.m. • Friday, closed

New Fundraising Opportunities Available for Nonprofits

We launched two programs this year that aim to support nonprofit organizations within our service territory: The CRPUD Economic Development Grant Program and the Vehicle Wash Program.

The **Economic Development Grant Program** is designed to promote investment in long-term economic development and growth of business and industry in our service area for the benefit of the local community and our customers. It is available to nonprofit corporations for projects meeting certain criteria.

Individual grants are limited to \$5,000, and may not exceed one-half of the total project costs. Organizations may receive up to \$15,000 in grants in any five-year period. Our Board of Directors has discretion in determining how grants are awarded.

Details about the application process, evaluation criteria, and frequently asked questions can be found at crpud.net/grant. For specific questions, call (503) 366-3243.

The **Vehicle Wash Program** is an opportunity for local nonprofit groups to raise funds. Each month from March through October, two groups will be invited to wash PUD bucket trucks, pool cars, and other fleet vehicles at our office in Deer Island. In exchange, the groups will each receive \$300.

Participating groups are chosen randomly from applicants who are available to wash vehicles that month, with preference given to groups who haven't yet participated during the calendar year. Groups should have at least 6-8 volunteers. Children ages 12-17 may participate if there are at least two adults supervising.

Washes are scheduled for the second Saturday of each month at 9:00 a.m. Information and application materials can be found at crpud.net/wash or by calling (503) 366-3243.



A member of the Rainier High School baseball program washes one of our bucket trucks as part of our new Vehicle Wash Program.

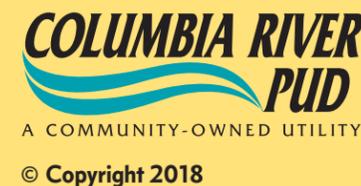
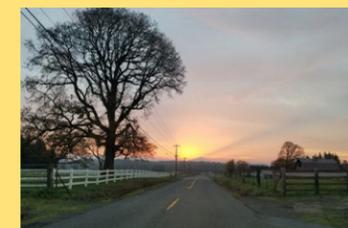


What's Inside

- Technology helps our response during outages.
- Our new website provides greater usability across all platforms.
- Board elects to absorb BPA spill surcharge.
- Upgrades to our distribution system keep our system safe and reliable.
- Become involved with your local electric utility.
- New fundraising opportunities are available for local nonprofits.

Enter our Calendar Photo Contest

Photo by Erica Winnestorfer



Customers Capitalize on Extended Office Hours

Since January 2nd, we implemented new office hours that have given you the opportunity to do business with us both before and after the normal workday. The feedback we have received from you, our customers, has been positive.

A customer stopping by to pay a bill on his way to work at 7:05 a.m. commented, "I am happy with your new hours because they work with my schedule."

Phones ring steadily in the Customer Accounts Department during the 7:00 a.m. hour. Having the option to conduct business with us outside of traditional business hours has proven convenient for many customers.

"I have had a lot of customers comment on it being nice to call in before they go to work," said Customer Accounts Representative Jennifer Nelson.

With the current schedule, our office is open from 7:00 a.m. to 5:30 p.m., Monday through Thursday. We are closed Fridays.

In addition to keeping our doors open longer, we are serving customers in the field later in the day. Under our previous schedule, customers whose power had been disconnected needed to make a payment by 3:30 p.m. that afternoon in order to have their electricity reconnected. Now, those customers have until 4:30 p.m.

This extra hour is invaluable. Customers are capitalizing on that additional time to

New office hours to serve you better.

Our office hours have changed, effective January 2, 2018.

CURRENT HOURS:
 Monday through Thursday: 7:00 a.m. to 5:30 p.m.
 Friday: Closed

24/7 SERVICE: We respond to outages and emergencies 24 hours a day, 7 days a week. Our website, online bill pay, and payment by phone are always available.



COLUMBIA RIVER PUD Learn more:
www.crpud.net/hours or (503) 397-1844.

contact Community Action Team or to call friends and family for assistance.

Longer hours mean increased efficiency for our crews as well. Working longer days allows them to spend more time on job sites and less time driving each week, ultimately saving money for our customers.

Our online services and pay-by-phone options are still available any time. We continue to respond to outages and emergencies 24 hours a day, 7 days a week.

Technology Improves Outage Response and Communication

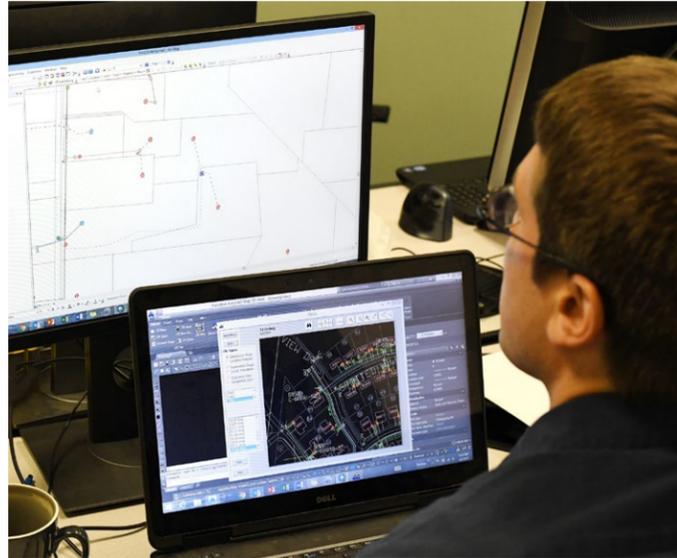
On January 1, we went live with a new integrated Outage Management System (OMS) and Geographic Information System (GIS). The new systems will improve outage response and communication, and allow us to work seamlessly across multiple departments.

The new OMS contains predictive technology that can quickly pinpoint trouble spots and identify affected customers, providing us with a much better idea of how widespread an outage may be. In turn, this allows our operations team to dispatch our crews more efficiently, prioritizing the need for repairs from the largest outage to the smallest.

We still rely on customers to call us to report their outages so our new system can acquire the data needed to accurately predict the size and location of the outage.

The new GIS benefits crews in the field by displaying a seamless map of our entire service territory, allowing them to more quickly identify where issues have occurred. The previous system divided our territory into smaller sections, forcing crews to go back and forth between different maps.

These maps are updated in near-real-time through the integrated GIS. The real-time updates are an improvement from our old system, in which linemen were provided with static maps that were updated periodically.



Engineering Supervisor Branden Staehely trains with our new Geographic Information System.

The new system also benefits our Engineering Department by streamlining the design process. This allows our engineers to design jobs directly in our GIS and follow them through the work order construction process. This eliminates double data entry.

Web Redesign Provides Greater Usability Across All Platforms

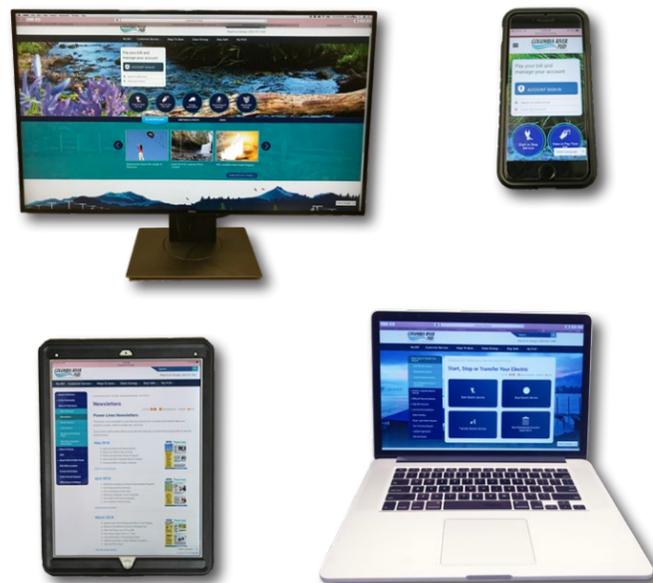
This month, we launched a full redesign of our website. In addition to the fresh new look and feel of the website, we are excited about how simple it will be to use on all of your devices.

The new graphic elements make the site much easier to navigate, whether you're on a mobile phone, desktop computer, laptop, or tablet. You can sit down to pay your bill quickly and easily from the comfort of your home, or you can learn about our wide-ranging rebate programs while you're on the go.

We think you will find it much easier to browse the in-depth information available about outage safety, energy conservation, electric vehicles, and more.

The redesign also provides another avenue to showcase photos that have been entered into our annual Calendar Photo Contest as well. The home page cycles through multiple photos uploaded from our contest.

Take a look at the new site for yourself at crpud.net.



Board Elects to Absorb BPA Spill Surcharge

Our Board of Directors agreed to absorb an added charge of \$113,000 for wholesale power costs without raising customer rates. The charge comes from our wholesale power provider, Bonneville Power Administration (BPA).

"Our staff has done an excellent job of controlling expenses this year, and we have sufficient cash reserves to be able to absorb this added expense without impacting customers," said Board President Jake Carter. "It's the right thing to do."

BPA recently announced it needed to collect an additional \$10.2 million from wholesale customers for the months of June through September of this year.

The added charges are to help BPA recoup some of the costs of a court-ordered increase in the amount of water that is sent down

the spillways at the dams instead of through the turbines to generate electricity. The increased spill is intended to speed the passage of juvenile salmon as they migrate downriver and out to sea.

The total cost of the added spill for 2018 is estimated at \$38.6 million. BPA made internal cost reductions to offset a portion of the cost, and expects increasing revenues from their sales into the wholesale market to also offset a portion of the cost.

BPA will undergo a similar review in 2019 to determine whether another spill surcharge will be necessary.

The spill surcharge is a small portion of the total cost of the fish and wildlife programs that are funded through BPA's wholesale power rates. The total amount spent is \$700 million annually.

Upgrades to Our Distribution System Ensure Safe, Reliable Service

We are devoted to providing you with safe, reliable electric service. We routinely maintain and upgrade our distribution system to ensure we meet our objectives.

This year we have been hard at work with projects that will allow us to continue delivering safe and reliable electric service at the lowest practical cost. Some of the larger projects we have completed include:

- We upgraded our Don Nys Substation in Rainier to improve safety for our crews. We removed a programmable logic control that was no longer supported by our system and updated the relays. These improvements are part of our process to make all of our substations uniform.
- We are converting overhead power lines to underground on Meissner Road from Anliker Road to Janshaw Road. This conversion is beneficial in many ways: It improves capacity and end-of-line voltage, it lowers our tree trimming costs, and it helps reduce the number of storm-related outages. We are in the process of completing similar improvements elsewhere along Meissner Road.
- We upgraded overhead lines from East Kappler Road to Robinette Road. This improves voltage for customers at the end of the service line and our system reliability.
- We are replacing #6 copper wire in overhead lines throughout our service territory with aluminum conductor steel reinforced. The new wire provides more capacity and it lowers costs by reducing the supplies we must keep on hand. Its durability allows for quicker outage restoration.



Linemen Travis Weber and Chuck Long upgrade overhead power lines.

We expect to complete several other projects during the second half of 2018. Two of the major projects involve improvements in the Scappoose area:

- We continue to make progress on the Betsy Johnson Substation, the ninth in our system. Design of the substation is nearly complete. We have requested bids for foundation work, site preparation, and fencing. We have determined that utilizing a transmission tap line from Portland General Electric will be the most cost-effective option for energizing the substation.
- We are planning upgrades to overhead power lines along East Columbia Avenue to improve service reliability, end-of-line voltage, and safety for our crews.