



Stay Away from Downed Power Lines

If you see a fallen power line, call us immediately at (503) 397-1844. If it is a medical or life-threatening emergency, call 9-1-1.

- Never touch a downed power line. Always assume all downed lines are energized.
- Contact us immediately at (503) 397-1844.
- Stay at least 200 feet away. The ground around a power line may also be energized.
- If a power line is touching someone, stay away from them. If you try to rescue them, you may also become a victim. Call 9-1-1 for emergency help.
- Never touch trees or limbs that are touching power lines.
- Never drive over a downed power line, or under a line that is sagging over the roadway.

Find more safety tips online at crpud.net/downedlines.

Help Spread Comfort and Cheer with Our Warming Tree

In addition to continuing to provide power for heat, we are looking for other ways to make sure the community stays warm this winter.

Our GLOW Team will set up a Warming Tree in the lobby during the month of December. Rather than decorating a Christmas tree with traditional ornaments, the tree will be adorned with hats, gloves, scarves, and other warm winter apparel.

We will collect donations from employees, board members, and customers. All items will be donated to the local Salvation Army for distribution in the community.

Donations may be handmade, new, or gently used items.



Photo courtesy of Ravalli Electric Cooperative in Montana, whose Warming Tree was a huge success in 2016 and 2017.

Looking for Gift Ideas? We Have You Covered

Are you looking for a unique gift idea? Share the gift of warmth and light.

With our gift payment program, you are able to make a payment on another PUD customer's account.

Making a gift payment is easy. Here's how it works:

1. Call our Customer Accounts Department at **(503) 397-0590** or visit crpud.net/care to set up a payment.
2. Let us know whose account you'd like to make the payment on.
3. Make your payment in \$5 increments.
4. We will mail a gift certificate to the recipient. Or, if you prefer, we will mail you the certificate to present to the recipient.



5 Tips for Holiday Lighting

1. **Switch to LEDs.** LED bulbs waste less energy, exert less heat and more light, and lower your lighting costs.
2. **Turn off your lights when you're gone.** Save money and energy by turning out the lights if you leave to spend the holidays with family. Turn them off when you're sleeping too. Better yet, put your holiday lights on a timer.
3. **Don't overdo it.** Never plug too many strands of lights into one outlet. Spread lights evenly with extension cords. Never connect more than three strands of lights.
4. **Avoid hazards.** Don't run strings of lights or extension cords through snow or water.
5. **Be safe.** Discard old lights or decorations with damaged sockets, wires, or connectors.



Plan Ahead for Customers with Special Needs

If someone in your home has a disability, uses life support equipment, or has other special needs, it is critical that you plan ahead to prepare for storms, outages, or other emergencies.

It is helpful to create a Personal Support Network and an Emergency Plan. These can help you stay safe and comfortable during emergencies. Visit crpud.net/prepare for step-by-step instructions on how to create these two items.

Consider connecting a standby generator to your home's electrical system. Contact us about using a GenerLink transfer switch to automatically disconnect your home from the grid during an outage.

When an outage occurs, be sure to call us at (503) 397-1844 to report your outage. In a true emergency, call 9-1-1.

Please remember that we cannot estimate how long an outage will last. Every outage is unique. It's not always possible to estimate the extent of the damage or how long repairs will take. During outages, our line crews work to safely restore power to all customers as quickly as possible.

Beware of Scammers Posing as PUD Employees

Posing as a utility employee is a common scam. Scammers will try this in person, over the phone, via text, or by email.

Typically, they will threaten to shut off someone's power if they don't receive payment immediately.



We want you to avoid falling for these scam attempts. Following these tips can help prevent you from becoming a victim of scammers:

- **Ask for verification.** PUD employees who call customers will know the customer's name, account number, balance, and other information. Do not give out sensitive information unless you have verified it is the PUD.
- **Hang up and call back.** If you have any doubt about the authenticity of a call, hang up and call us at **(503) 397-0590**.
- **Don't trust caller ID or recordings.** Today's technology allows scammers to use local numbers on caller ID or to copy phone system recordings.

Find more tips for staying safe from scam attempts at crpud.net/scams.

Office: 64001 Columbia River Hwy, Deer Island, OR 97054

Mailing: PO Box 1193, St. Helens, OR 97051 • (503) 397-1844

www.crpud.net  facebook.com/crpud  twitter.com/crpudUtility

Hours: Monday-Thursday, 7:00 a.m.-5:30 p.m. • Friday, closed

COLUMBIA RIVER
PUD
A COMMUNITY-OWNED UTILITY