



Stay Away from Downed Power Lines

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

- Never touch a downed power line. Always assume all downed lines are energized.
- 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, limbs, cars, fences, guardrails, or other items 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.

Warming Tree will Return this Month

This holiday season, we will once again be collecting warm hats, gloves, scarves, and blankets to donate to members of the community.

"It was such a great success last year. We are hoping to collect even more items this year," said Customer Accounts and Billing Supervisor Kristen Dean.

We had our first Warming Tree last year, when we collected 373 items for the local Kiwanis Club to distribute in the community.

We are currently accepting donations for this year's Warming Tree. PUD employees, Board Members, and customers are invited to donate items.

"We are excited for the chance to play a small part in helping our neighbors in the community stay warm and cozy this winter. Anyone who wants to help out is invited to drop off items," Dean said.

All items will be donated to SAFE of Columbia County. We ask that donations be turned in by December 18 so we are able to deliver them in time for Christmas. Items may be new, handmade, or gently used.



We collected 373 items with our first Warming Tree last year.

Give the Gift of Light and Warmth this Year

Are you looking for a new gift idea this holiday season? You can give the gift of light and warmth with our Gift Payment Program.

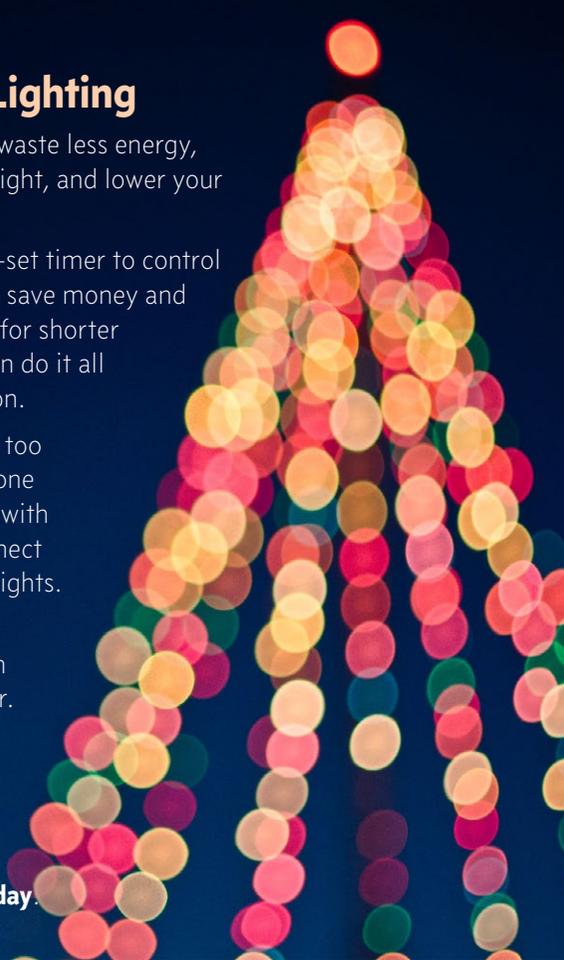
Making a gift payment is simple. You can do so online at crpud.net/care or by calling our Customer Accounts Department at **(503) 397-0590**.



5 Tips for Holiday Lighting

- 1. Switch to LEDs.** LED bulbs waste less energy, put out less heat and more light, and lower your lighting costs.
- 2. Use a timer.** Purchase a pre-set timer to control lights. This will allow you to save money and energy by keeping them on for shorter periods of time. And you can do it all with just the push of a button.
- 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 that have damaged sockets, wires, or connectors.

See more tips at crpud.net/holiday.



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 or battery backup system to your home's electrical system. Contact us about using a GenerLink transfer switch. This automatically disconnects your home from the grid during an outage, and then engages your generator.

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 we cannot estimate how long an outage will last. It's not always possible to estimate the extent of the damage or how long repairs will take. Our line crews work to safely restore power to all customers as quickly as possible.

Keep Yourself Safe from Utility Scam Attempts

Posing as a utility employee is a common scam.

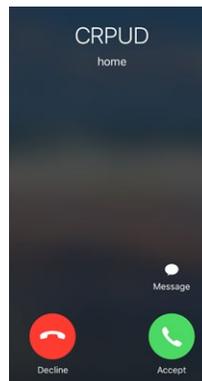
Scammers will try this in person, over the phone, via text, or by email.

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

These tips can help you avoid becoming a victim:

- Ask for verification.** We will know your 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.



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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