



# PowerLines

Monthly Newsletter of Emerald People's Utility District

November 2009

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## Outage Season

### Are you Informed and Prepared?

Cool, wet weather signals the end of summer and the beginning of storm and outage season. Trees are the main cause of outages in EPUD's district and despite our daily efforts to keep the power on, Mother Nature usually has the last word. Here are a few things you can have on hand to weather an outage in reasonable comfort:

- Candles, matches, and a flashlight or battery-powered fluorescent lamp with extra batteries
- Cell phone, or wired phone that operates without electricity and a list of emergency numbers
- Battery-powered radio, and/or a laptop with a battery pack and extra batteries
- Battery backup in your alarm clock
- Extra ice, nonperishable food requiring no preparation, and drinking water
- If you have a fireplace, an adequate supply of wood and matches
- First-aid kit, extra blankets and clothes
- Games to pass the time



If the power does go out:

**FIRST**—Check your fuses and circuit breakers. If this doesn't work, call EPUD at 746-1583. If the line is busy, the outage may be widespread. Listen to the outgoing message to see if we're already aware of an outage in your area. You may also follow our updates on Twitter for up-to-the minute outage information.



**SECOND**—After reporting an outage, turn off your electric water heater and unplug any solid-state electrical equipment (microwave, computer, TV) so it won't be damaged when the electricity comes back on. Turn on your porch light or other outside light so EPUD crews can monitor your power status.

For more information on outage preparedness, visit [www.epud.org](http://www.epud.org), Outage Info.

## Steps to Restoring Power

During an outage, EPUD crews prioritize fixes based on restoring service to the greatest number of customers at a time. Depending on the extent of the damage, repairs can take minutes, hours or even days.

**Step 1**—Check/fix local distribution substations that feed thousands of customers.

**Step 2**—Check/fix main distribution lines that carry power from the substation to an area of consumers.

**Step 3**—Check/fix secondary distribution lines that carry power from main lines to poles or underground transformers outside buildings.

**Step 4**—If a house is still out of power, check/fix the "tap" line between the house and nearby pole.

## Go Paperless and Save \$5!

We'll pay you to go green! Sign up for paperless billing before November 30, and receive a \$5 rebate on your next bill. Instead of receiving a mailed paper bill, we will send you an email bill. You can then view your bill, make payments and manage your account all online, 24/7, with no paper or postage. You'll also receive the electronic copy of *PowerLines* via email. Fill out the form on the reverse and sign up today!

By switching to electronic bills and payments, the average household annually:

- Saves 6.6 pounds of paper
- Saves 0.079 trees
- Avoids use of 4.5 gallons of gasoline
- Avoids release of 63 gallons of wastewater into the environment
- Avoids producing 171 pounds of greenhouse gas emissions



For more reasons to go paperless, visit [www.payitgreen.org/get-the-facts.html](http://www.payitgreen.org/get-the-facts.html)



## Coming: 10-Digit Dialing

January 10 is the last day you can make a local call with seven digits. Starting then, all calls, including faxes and dial-up Internet service, must include the area code. Remember to reprogram your cell phone, fax, and dial-up Internet service if needed.

For more information visit [www.puc.state.or.us/PUC/541\\_area\\_code.shtml](http://www.puc.state.or.us/PUC/541_area_code.shtml).

Call EPUD at  
541-746-1583

## Public Power Week Winners!

Thanks to all our customers who sent in completed crossword puzzles. Congratulations to our ten winners: Anthony Edwards, Sherrie Simms, Nancy Schwoerer, Christine Donaldson, Mary Gaddy, William McDaniel, Leslie Carillo, Dennis Diaz, James Sumpter, and Alice Riddle.

## Board of Directors

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Board meetings are 2<sup>nd</sup> & 4<sup>th</sup> Tuesdays at 5:30 p.m. and 1<sup>st</sup> Mondays at noon, and are open to the public. Join us!

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## EPUD Calendar Alert!

In order to cut costs and reduce paper waste, we will not automatically send out the EPUD 2010 calendar to all our Customer-Owners this year. Instead, we will have them available for pickup at our office on Seavey Loop Road in Eugene, and will also distribute them to all the Chamber offices in our District: Eugene, Springfield, Creswell, Cottage Grove, JC-Harrisburg, Veneta. Calendars will be available for pickup mid-November. If you would like a calendar mailed to you, please call our customer service team at 746-1583 or email [customerservice@epud.org](mailto:customerservice@epud.org).



## #1 Issue: The Growing Need for Electricity

The call for energy in the Northwest will increase; there is no doubt. The population is growing and so are new technologies that rely on electricity. The demand for electricity is expected to increase significantly in the next decade. EPUD is engaged in long-term planning and regularly assesses the risks and benefits of various energy resources, new technologies, and energy-efficiency methods to meet future electricity needs. We know you count on us to provide reliable electricity at the most reasonable price possible, and that continues to be our top priority.



EPUD will continue to intensify energy efficiency efforts, explore and support new technology development, invest in infrastructure upgrades, and integrate additional renewable resources as needed to keep pace with the growing power demand.

There are still many unknowns and we face complex challenges regarding electricity resources and demand. EPUD and other regional utilities are working, independently and as a team, with regional energy partners to inform customers and policymakers so that we all can be part of the solution.

EPUD participates in the "Plan Today. Power Tomorrow" regional energy project. For more information visit [www.epud.org](http://www.epud.org), News, Current Issues.

## Go Paperless and Save \$5!

Sign up now for paperless billing and get a \$5 rebate on your next bill. Sign up at [www.epud.org](http://www.epud.org) (click on Go Paperless on the right side), or by phone, 746-1583, or by sending this form in the mail.

Promotional period ends November 30. Customers who cancel paperless billing after receiving the rebate will be re-charged the \$5 upon reinstatement of their paper billing.

YES I'd like to go PAPERLESS and save money, trees, and time!

Name \_\_\_\_\_ Acct.# \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_

**\$5**  
**OFF**