



Monthly Newsletter of Emerald People's Utility District

October 2009

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Customer Alert!
Changes to your October bill

To increase efficiency, we've made some improvements to our billing process. The changes will create consistent billing dates and allow us to project your billing dates for the entire year. Starting this month, we'll begin reading our meters on a different schedule. As we implement this new meter-reading route, there's a chance your meter will be read at a different time of the month. These changes could impact your billing statement in two different ways.

Your October statement might not reflect 30 days of electric usage—the bill amount might be higher or lower than previous statements. If your meter is read earlier in the month than normal, it will reflect fewer days of usage, resulting in a smaller amount owing. If your meter is read later in the month than normal, it will reflect more days of usage, resulting in a larger amount owing. Also, if we start reading your meter at a different time of the month, it will impact when you receive your billing statements. To find out your next billing date, please visit EPUD News on the front page of www.epud.org.

We are excited about these changes but understand you may have questions. Feel free to call us at 541-746-1583 or visit www.epud.org for more information.

We offer several convenient ways to make your payments:

- Make payments online day or night using our E-bill website or our automated pay-by-phone option. You can also set up recurring payments and sign up for paperless billing online or over the phone.
- Stop by our office at 33733 Seavey Loop Road and speak with one of our Customer Service Representatives anytime Monday through Friday, 8-5 p.m.
- Drop your payment at one of our pay stations. Visit www.epud.org, My Home, Payment Options, for more information.



Are you ready for outage season?

Want to receive proactive outage alerts and updates on your mobile device during a storm? Follow us on Twitter, [emeraldpud](https://twitter.com/emeraldpud), and watch for our outage prep guide in November.

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



Help Keep a Child Warm This Winter

EPUD's participating in the annual **Coats for Kids** drive and we need your help.



Through the month of October, bring used or new coats, sizes infant to adult. (Infant/toddler sizes needed most.) Snowsuits, hats, and mittens are welcome too. "A person never stands so tall as when kneeling to help a child."

25-50% OFF!

The EPUD Energy Store still has inventory to sell. We have a full selection of LED holiday lights at 25% off and all other stock is 50% off. Stop by our office for great deals!



EPUD Operations Update

How much time does it take to maintain 1,918 miles of distribution line spread over 555 square miles in rural Oregon? It's a full-time job, and EPUD crews are busy every day making sure it gets done. Monday through Friday and sometimes into the weekend, EPUD tree crews work throughout our large district to clear lines, trim dangerous limbs and high-growing brush, and fell leaning trees. All this work is necessary to not only ensure electric service, but also to prevent potential safety hazards.

EPUD line crews are also busy working on projects to increase system reliability and decrease the chance of outages this season. Currently, we're working on adding another wire along Parsons Creek Road. This will deliver more power to the developing area and split the electric load, minimizing the impact of any outage. Crews also continue line improvement projects in Dexter and will soon begin work along Coburg Road, adding a larger wire to accommodate growth in the area. Additionally, EPUD crews have fixed SIX car-hit poles since the beginning of August.

For more on current and future projects, visit www.epud.org, Construction & Contracting, Current Jobs.

With a flick of the switch, electricity is there—so easy, we take it for granted. You may not think about it, but we do everything we



can to ensure you have safe, reliable and affordable power when you need it. For decades, utilities have invested in conservation, renewable resources, and new technologies and have collaborated with regional partners on issues impacting energy.

The **Plan Today Power Tomorrow** project is about utilities cooperating to educate everyone about the realities of future energy challenges and how we need to pull together to address them. The plan focuses on three key messages: Our energy needs are growing; new resources and technologies are the solution; and it's going to cost all of us more.

Over the next three months, **PowerLines** will feature an article on each of these key messages. We will communicate the tradeoffs inherent in new and complicated energy issues and explain how these challenges affect what we must do to reliably deliver affordable electric power in the future.

For more information or to get more involved, visit www.epud.org, News & Events, Current Issues

Board of Directors

Penny Jordan, President
933-2867 / bandpjordan@epud.net

Bruce Pilling, Vice President
942-5447 / bpilling@epud.net

Patti Chappel, Treasurer
935-5021 / bushtit@worldnet.att.net

Katherine Schacht
344-0569 / kschacht@epud.net

Bill Tanner
736-0171 / billtanner@epud.net

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

CONTACT EPUD

33733 Seavey Loop
Eugene OR 97405
(541) 746-1583
(800) 422-4086
fax (866) 284-7953
www.epud.org
webmaster@epud.org

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Utility District
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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 (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 _____

