

UNDERSTANDING YOUR NEW EMERALD PUD ELECTRIC BILL

Beginning this month, EPUD has adopted a new billing format in an effort to better serve our customers. This new detailed energy statement provides you with more information regarding your energy consumption in a larger, easier to read format.

Our convenient location and how to reach us.

Your account number. Please have this number ready when you call us.



(541) 746-1583 or (800) 422-4086
www.epud.org

61 1 AV 0.312 4 61
 EPUD CUSTOMER C-1 P-1
 123 ANY STREET
 ANYTOWN, USA 99999-9999



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Account Number	99999
Statement Date	03/05/2008
Billing Summary	
Balance From Last Billing	222.00
No Payments Received	0.00
Past Due-Due Upon Receipt	222.00
Current Charges - Due 03/20/08	123.00
Total Amount Due	\$345.00

Activity posted to your account since your last bill.

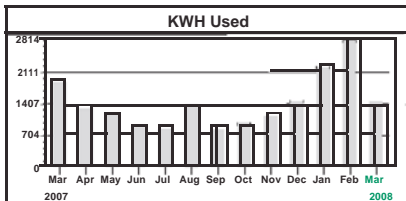
FRIENDLY REMINDER
 We know that a good payment record is important to you and that sometimes a past-due bill has been misplaced or simply forgotten. According to our records, your previous bill has not been paid. Please make payment or contact our office as soon as possible to discuss your payment options.

FRIENDLY REMINDER:
 If your account is delinquent, a statement will appear indicating the date by which we must receive payment to avoid disconnection.

Service Details

Service Address	Map Number	123 ANY STREET	LP\9999999999	Description	HOUSE	Active
Meter Reading Details	Meter	99999999	Detail of Charges - Electric			
Rate	RESIDENTIAL SERVICE		Basic Charge		10.00	
Current KWH Reading	02/26/08	15113	kWh Usage	1403 KWH @ .0716	100.46	
Previous KWH Reading	01/29/08	13640	Roundup Amt		0.76	
Total KWH Usage(Multiplier: 1)		1403	Renew Eng 100% Wind		11.78	
			Total Current Charges		123.00	

Current account charges as well as miscellaneous fees.



Account information used for your monthly bill.

Current Month's			
# of Days	kWh/Day	Cost/Day	Avg Temp
28	53	1.98	45

Compare this month to last month's usage and to the same month a year ago. Usage displayed in a graph format.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

CHECK BELOW IF YOU ARE INTERESTED IN:

- Energy Services Rebates
- Automatic Bill Payment
- Equal Payment Plan
- Paperless Billing
- Change of Address (see form on back)
- Helping Hand
- Wind Power

Account Number	99999
Statement Date	03/05/2008
Total Amount Due	\$345.00

Amount owed and statement date.

Make Check Payable To:

Emerald PUD 02
 33733 Seavey Loop
 Eugene OR 97405-9602

Check here if you are interested in receiving information on any of the listed services.

What to do if you have a dispute about your bill.



BILL DISPUTES

If you dispute the correctness of this bill, please contact Emerald PUD either by phone or in person. If the dispute is not resolved, supervisors are available to review the bill with you. If a dispute remains, you have the right and will be encouraged to have an informal conference with an employee designated by the Manager of Finance and Administration.

REPORTING POWER OUTAGES

- If electric service is interrupted, check your fuses or circuit breakers before contacting Emerald PUD.
- Check to see if your neighbors are experiencing a power outage.
- Call Emerald PUD at 541-746-1583 or toll-free in Oregon 800-422-4086 if you believe the issue is on Emerald PUD lines or equipment.
- Your Account Number is helpful to identify your location so please have it on hand when you call.

What to do if an outage occurs.

WAYS TO PAY

You can pay your EPUD bill via any of the following options:

- Visit our office at 33733 Seavey Loop Road in Eugene 97405, Monday through Friday 8am to 5pm (excluding District observed holidays) or drop a check/money order payment in our drop-box after hours
- Call and either talk to a Customer Service Representative or use our automated phone system at 541-746-1583 or toll-free in Oregon 800-422-4086
- Log onto our website and use our online payment system at www.epud.org
- Drop a payment at any of our district pay stations shown below:

Various options to pay your bill.

ALVADORE Alvadore Market 90828 R.R. Blvd 689-3551	COTTAGE GROVE CG Answering Service 516 Adams Street 942-0193	EUGENE (EFN only) Pacific Cascade Federal CU 1075 Oak Street 343-6238	MARCOLA Mohawk General 91130 Donna Road 746-1969
ALVADORE Fern Ridge Market 27359 Clear Lake Road 689-0950	COTTAGE GROVE Siuslaw Valley Bank 25 Gateway Blvd 942-3331	JUNCTION CITY Citizens Bank 955 Ivy Street 998-8734	PLEASANT HILL Siuslaw Valley Bank 35867 Highway 58 726-7211
COBURG Coburg Market 91145 N. Willamette Street 345-8669	CRESWELL Creswell City Hall 13 South 1st Street 895-2531	JUNCTION CITY Junction City -- City Hall 680 Greenwood 998-2153	VENETA Siuslaw Valley Bank 88312 Territorial Road 935-4141

CUSTOMER SERVICES AND MARKETING PROGRAMS

For more information on any of the programs offered by Emerald PUD, please contact our office at 541-746-1583.

- **Appliance / Heat Pump Rebates** are available to our customers. Please call in and ask for Energy Services for more information.
- **Equal Payment Plan** offers an opportunity for customers to pay a flat-rate each month during the year.
- **Automatic Bill Payment** is a payment that saves you the trouble of writing a check. You can elect to have automatic payments pulled via a debit/credit card or from your checking account each month.
- **Paperless Billing** is available for our customers. You have the option of receiving electronic notification when your bill is ready for viewing instead of a paper statement.
- **Helping Hand** is a program that allows you to assist the less fortunate. These funds go to local community agencies to assist Emerald customers with bill payment.
- **Wind Power** -- EPUD's Wind Power program allows you an affordable way to purchase cleaner electricity and reduce air pollution.

Convenient services we offer.

Please detach and include this portion of the statement with your payment.

ANY MEMBER
123 ANY STREET
ANYTOWN, USA 99999-9999

Comments:

We enjoy hearing from you. Please enter any comments you may have here.

PLEASE INDICATE CHANGES HERE.
(NOTE: This is not for change in service.)

MAILING ADDRESS		
CITY	STATE	ZIP
LOCATION PHONE NUMBER () ()	OTHER PHONE NUMBER () ()	
EMAIL ADDRESS		



Change of address, phone number and/or email address may be updated here.