

January 2016 Newsletter

PUD Employees Raise \$10k for United Way

The PUD's employees have shown their generous spirit once again, donating \$10,726 to United Way.

The campaign this year included an ugly sweater contest and a turkey drop. All proceeds benefit United Way of Columbia County.



Ductless Heat Pumps Deliver Affordable Comfort, Year-Round

A ductless heat pump can heat and cool your home for a fraction of the cost of electric baseboards, wall heaters and forced air furnaces.

Installing a ductless system is simple and low-cost, which makes it an excellent option for replacing or supplementing your existing electric heating system.

We offer rebates of \$800 or \$1,200 for qualifying ductless system installations. To learn more, visit www.crpud.net/ductless or contact our Energy Experts at (503) 366-5470 or experts@crpud.org.

PUD Board of Directors Approves Balanced Budget for 2016

Our Board of Directors has approved a \$33.8 million Operating & Capital Budget for 2016 that will hold rates steady, maintain cash reserves, and fund \$2.5 million in system maintenance & improvement work. No rate changes are planned.

The Board held a budget hearing at the beginning of their December 15, 2015, regular board meeting. PUD staff provided an overview of the major cost drivers in the budget and answered previously submitted questions from the board about taxes and debt service. Following the presentation and an opportunity for public comment, the budget was unanimously adopted.

Board Member Craig Melton thanked PUD Interim General Manager John Nguyen and PUD staff for developing a balanced budget on such a short time line. The PUD's budget process started a month late due to a delay in the rate setting process this summer: After receiving input from customers at an August rate hearing, the Board asked staff to revise the proposed rate schedules. They adopted new rates in September.

2016 Budget



COLUMBIA RIVER
PUD
A COMMUNITY-OWNED UTILITY

Download the 2016 Budget:
www.crpud.net/2016budget

"Our staff did a great job of finding ways to do more with less in 2016. We will provide the same quality service that the PUD has always been known for, while internally we are working hard to keep costs down to help keep rates affordable for customers."

*Interim General Manager
John Nguyen*

"I know we put you on a short time line," Melton said. "You came through with a balanced budget and I know you worked long hours to get it done. Thank you."

Board Vice President Jake Carter added to Melton's comments. "You did a great job putting together a budget that focuses on providing affordable, reliable service to customers," he said.

*Happy New Year from all of us
at Columbia River PUD.
We wish you a happy and prosperous 2016.*



8 Tips for Staying Comfortable and Cutting Energy Waste this Winter

- 1. Turn your thermostat down a few degrees:** Set your thermostat a degree or two lower. Lower it several more degrees when you are away or asleep. (If you have a heat pump, we recommend you install a programmable thermostat and then let it do the work.)
- 2. Save while you shower:** Up to 2/3 of your water heating bill can come from showering. Use an energy-saving shower head and take shorter showers to lower your water heating costs.
- 3. Save while you wash:** Only wash full loads of laundry, and wash in cold water. Use the low heat setting on your dryer.
- 4. Let the sunshine in:** Open blinds, drapes, and curtains when the sun is shining through the windows.
- 5. Keep the heat in:** Close blinds, curtains, and drapes when the sun isn't hitting the windows to keep heat in.
- 6. Turn off appliances & electronics:** Turn off your lights, TVs, stereos, computers, and other appliances when you are away.
- 7. Stop wasting electricity:** Many devices, like cell phone chargers, coffee makers, and VCRs, use energy when you aren't using them. Unplug devices that aren't in use to save energy every day.
- 8. Use energy-efficient lights:** Replace burned out bulbs with CFLs or LEDs, which use less electricity than incandescent bulbs and last longer.



Annual PUD audit underway

Each year an independent auditor reviews our accounting records. This audit ensures that we are conducting business in compliance with generally accepted accounting principles and that controls are in place to safeguard the PUD's assets. As part of the audit, customer records and billing activity are reviewed.

If you have questions about how your bill is calculated, individual line items on your bill, your billing history or your energy usage, please contact Customer Accounts at (503) 397-0590 or custsvc@crpud.org.

If you feel that your bill was calculated incorrectly or that your account balance is not correct, please write to our auditors and describe the error. Please include a copy of your billing statement, if available.

Send your letter to:
Kenneth Kuhns & Co.,
570 Liberty Street SE, Suite 210
Salem, OR 97301

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