

November 2016 Newsletter

Congratulations to our Go Bag giveaway winners

Thank you to everyone who participated in our communication survey. We had 1,147 participants!

The information collected will help us determine the most efficient and cost-effective ways to communicate with you, our customers. Here are the individuals randomly selected to win the Go Bag Emergency Survival Kits, generously donated by the Ford Leadership Foundation:

- **Ivan B.**, St. Helens
- **April H.**, Rainier
- **Anne H.**, Scappoose
- **Michelle L.**, Scappoose
- **Chris S.**, Columbia City
- **Melissa H.**, St. Helens
- **Lourinda A.**, Rainier
- **Gene G.**, Scappoose

Stay Away From Downed Power Lines

If you see a fallen power line, call (503) 397-1844 immediately to report it.

Never touch a downed line. Assume all downed lines are energized and stay at least 200 feet away. Learn more at www.crpud.net/downedlines.



In addition to responding to outages, our linemen spend a lot of time on system maintenance to ensure your power is safe and reliable.

How We Turn Your Power Back On

When the power goes out, most people scramble to find a candle or the nearest flashlight. For our line crew, it's a different story. If the power goes out anywhere in our service area, they get a call and jump to action.

For major outages affecting large numbers of customers, crews start at our substations. "If a substation is down, our primary goal is to get that back up and running because it's going to get the most amount of people on," explains journeyman lineman Jake Feakin.

When the substations are energized, crews advance to main feeders and then distribution lines. These carry power to every corner of our service area. To re-energize these lines, crews first identify the problem spot. Then they test and ground the line to see if there's an alternate power source.

"At that point we're able to go to work and repair the lines," Feakin says.

Once distribution lines are back up, crews can work on service lines following the same repair process. These lines deliver power to individual homes and businesses.



Lifelong Scappoose resident Jake Feakin has been a PUD lineman since 2006.

What You Should Do if the Power's Out

Use this checklist to guide you in case the lights go out at your house.

1. **Call (503) 397-1844 to report your outage.** "After a big outage, two days later someone will call in and say I'm out of power," says lineman Jake Feakin. "We'll have thought everyone was back on 2 days ago, but they didn't want to be a bother. Always call in."
2. **Turn on a front porch light.**
This lets our crews know when power is restored. Turn on one lamp in the house so you'll know also.
3. **Unplug electronic equipment and turn off electric furnaces and water heaters at the breaker.**
This will help prevent overloading the system when the power is restored, which can cause secondary outages. It also prevents damage to your electronics when power is restored.
4. **After power is restored, turn on items gradually.** We recommend turning on items like electric furnaces and water heaters at the breaker one at a time, in 30-minute intervals.



7 Tips for Smart Holiday Lighting

1. Buy energy-efficient LED bulbs.
2. Discard decorations with damaged sockets, wires, or connectors.
3. Don't hang lights or extension cords with nails or staples.
4. Don't overload extension cords or run them through snow/water.
5. Make sure lighted decorations are UL approved.
6. Don't use electric lights on artificial trees with metal leaves.
7. Turn off all lights & electronic decorations before leaving or going to bed.



New Heat Pump Rebates Effective January 1st

Energy efficient heat pumps keep your home more comfortable and your bills low year-round. If you have ever considered installing a heat pump, contact our Energy Experts at experts@crpud.org or (503) 366-5470.

Heat Pump Upgrade Type	Rebate Amount
High-efficiency heat pumps replacing an electric furnace	Up to \$1,250*
High-efficiency heat pumps	Up to \$750*
Standard efficiency heat pumps	Up to \$550*
Duct sealing available for homes with electric heat	\$250



High-efficiency pumps must have HSPF of 9.0 & SEER of 14.0 or higher
Standard pumps must have HSPF less than 9.0 & SEER less than 14.0

* Includes \$250 if duct sealing is required

Notice for Life Support Customers

If someone in your home is on life support, is disabled, or has other special needs, it is urgent you plan ahead to prepare for storms, outages, or other emergencies.

If a true emergency occurs, always call 9-1-1. Otherwise, report outages to (503) 397-1844 immediately and activate your personal support network. We cannot provide estimates for when outages will be restored.

Learn more at www.crpud.net/prepare.

www.facebook.com/crpud • www.crpud.net • (503) 397-1844

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