

April 2017 Newsletter

Congratulations to Our 2016 Employee of the Year: Branden Staehely

Engineering Supervisor Branden Staehely was selected as the PUD's 2016 Employee of the Year.



Branden was selected for his hard work, dedication, and flexibility, helping the PUD improve and operate successfully. Branden finds ways to work efficiently, provide outstanding customer service, and keep costs down to help us keep rates affordable.

Any employee may nominate a co-worker for Employee of the Year. The PUD's Special Recognition Team reviewed five nominations.

Please Drive Carefully in Work Zones



When driving in work zones, please slow down, obey flaggers, and stay alert to keep you & our workers safe.

Take Our Customer Survey & Enter to Win a Go Bag Emergency Kit

This month, we're giving you an opportunity to rate our performance in serving you. Acti-Dyne Survey Research of Scappoose is conducting a customer survey for us from March 27 to May 5. Acti-Dyne will call a random sampling of customers, or you may participate one of three ways:

- **Take the survey online** at <https://www.research.net/r/CRPUDsurvey>. The online survey will be available March 27 to May 5.
- **Visit our office in April** to fill out a paper survey.
- **Call Acti-Dyne to take the survey at (503) 397-2341.** Acti-Dyne phone lines will be open Mondays - Fridays from 3 p.m. to 7 p.m., April 17 through May 5.



The survey will take about 10 minutes. All customers who participate will be entered to win one of ten Go Bag Emergency Kits. (Limit one survey per household.) Acti-Dyne will ask for your address to confirm you are a customer and to enter you into the drawing. Acti-Dyne will not share your address with us and will conduct the drawing to ensure your responses to the survey remain anonymous.

Beware of Scam Phone Calls

Recently the PUD received calls from five local businesses informing us they were the target of scammers posing as PUD employees. This is a common scam, and we want you to protect yourself.

These scammers told the businesses their power would be disconnected immediately if they did not make a payment via credit card. We don't make such demands.

If someone calls claiming to be a PUD employee, do not answer personal questions. Our employees will know your name, account number, account balance, and other information. If you are in doubt, hang up and call our Customer Accounts department at **(503) 397-0590**.

We do not ask for payment via text message. If someone arrives at your door claiming to be a PUD employee, ask to see their PUD photo ID. Learn more about potential scams at www.crpud.net/scams.



Incentives May be Available for Your Home Improvement Projects

If you are thinking about any home improvement projects this spring, check with the PUD's Energy Experts first. We have several rebates available for home improvement projects, including:

- Window replacement
- Adding insulation
- Heat pumps
- Ductless heat pumps
- Smart thermostats
- Duct sealing
- Heat pump water heaters
- ENERGY STAR® appliance purchases



Find out what incentives are available for your home projects by contacting our Energy Experts at experts@crpud.org or (503) 366-5470. See more details at www.crpud.net/rebates.

Efficiency Upgrade Loans are Available at Local Credit Unions

In addition to rebates available through the PUD, there is more help available for home improvement projects. Two local credit unions offer loans for energy-efficiency projects. These include insulation, windows, upgrading your heating and cooling systems, or purchasing new energy-efficient appliances.



When planning your upgrades check with these credit unions first to see how they may be able to help:

- **St. Helens Community Credit Union**
(503) 397-2376 or www.shcu.org
- **Wauna Credit Union**
800-773-3236 or www.waunafcu.org



Please Don't Attach Anything to Our Poles

Garage sale signs, lost pet posters, basketball hoops, and bird houses: these are just some of the many things people hang on power poles. We know it's a common practice, but there are good reasons why you shouldn't attach anything to a power pole:

- 1. Attachments endanger our employees who climb poles.** Even a tiny puncture in a worker's gloves can expose him to electric shock, causing serious injury or death.
 - 2. Attachments damage poles.** When the sealed outer layers of a pole are pierced, moisture and insects creep in and cause damage that shortens the life of the pole, increasing maintenance costs.
 - 3. We risk fines.** The National Electric Safety Code prohibits all unauthorized pole attachments. We risk fines from the Oregon Public Utility Commission when items are attached to our poles.
- Thank you for helping us to maintain a safe, reliable system.

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