

November 2017 Newsletter

## Tax Credits Ending

The Oregon Department of Energy's Residential Energy Tax Credit Program ends Dec. 31, 2017.

If you are considering installing a ductless heat pump, heat pump water heater, solar photovoltaic system, or other qualified residential energy efficient equipment, you must meet these deadlines to receive a tax credit:



- Equipment purchased by Dec. 31, 2017
- Equipment installed and operational by April 1, 2018
- Final application submitted to ODOE by June 1, 2018

These deadlines are only for ODOE tax credits. Columbia River PUD efficiency rebates will continue. For more information, call our Energy Experts at (503) 366-5470.

## Give the Gift of Light

Looking for a unique gift idea this holiday season?

Share the gift of warmth and light.

With our Care Program, you can make a payment on another PUD customer's account.



Visit [www.crpud.net/care](http://www.crpud.net/care) or call (503) 397-0590 to buy your gift.

## 5 Tips for Holiday Lighting

- **Switch to LEDs.** LED lights waste less energy, exert less heat and more light, and lower your electric bill.
- **Turn off your lights when you're gone.** Save money and energy by turning out the lights if you leave to spend the holidays with family. Turn them off when you're sleeping, too. Better yet, purchase a timer for your holiday lights.
- **Don't overdo it.** Never plug too many strands of lights into one outlet. Spread lights evenly with extension cords. Never connect more than three strands of lights.
- **Avoid hazards.** Don't run strings of lights or extension cords through snow or water.
- **Be safe.** Discard old lights or decorations with damaged sockets, wires, or connectors.



## No Power? Know What to Do

If you lose power, call us at (503) 397-1844 with your name, address, and phone number.

Leave a front porch light switch on to let our crews know when power is restored.

During outages, we post periodic

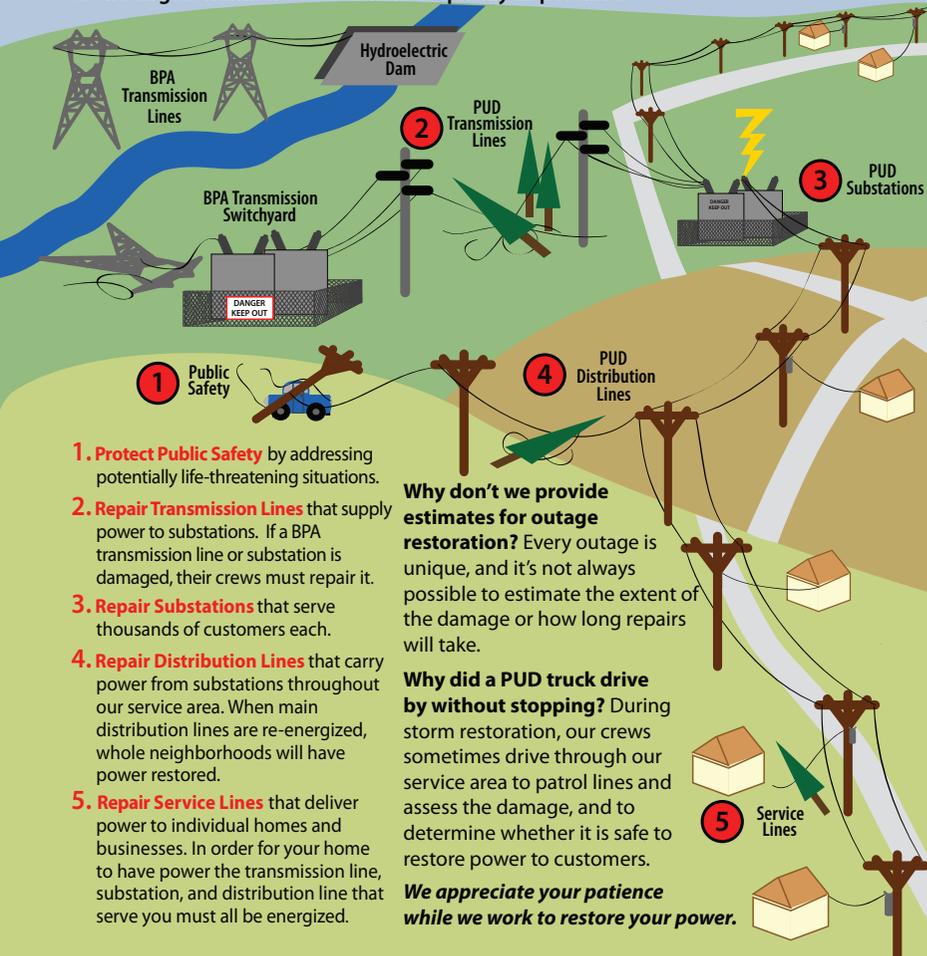
updates on our Facebook page at [www.facebook.com/crpud](http://www.facebook.com/crpud). Find more information at [www.crpud.net/outages](http://www.crpud.net/outages).



If you lose power, call (503) 397-1844. Our outage team, including, left to right, Colleen, Vi, Brooke, and Margi, is here to help.

# How We Restore Power

During outages, we prioritize repairs in order to safely restore power to the largest number of customers as quickly as possible.



- 1. Protect Public Safety** by addressing potentially life-threatening situations.
- 2. Repair Transmission Lines** that supply power to substations. If a BPA transmission line or substation is damaged, their crews must repair it.
- 3. Repair Substations** that serve thousands of customers each.
- 4. Repair Distribution Lines** that carry power from substations throughout our service area. When main distribution lines are re-energized, whole neighborhoods will have power restored.
- 5. Repair Service Lines** that deliver power to individual homes and businesses. In order for your home to have power the transmission line, substation, and distribution line that serve you must all be energized.

**Why don't we provide estimates for outage restoration?** Every outage is unique, and it's not always possible to estimate the extent of the damage or how long repairs will take.

**Why did a PUD truck drive by without stopping?** During storm restoration, our crews sometimes drive through our service area to patrol lines and assess the damage, and to determine whether it is safe to restore power to customers.

**We appreciate your patience while we work to restore your power.**



## Stay Away From Downed Power Lines

**If you see a downed power line, call us immediately at (503) 397-1844 to report it.** If it is a medical or life-threatening emergency, call **9-1-1**.

Never touch a downed line. Assume all downed lines are energized. Stay at least 200 feet away.

If a power line is touching someone, stay away and call **9-1-1** for help.

Never touch trees or limbs that are touching power lines. Anything touching a power line is just as dangerous as the power line itself.

Never drive over a downed power line or a line that is sagging over the road.

If a power line falls across your vehicle, stay inside the vehicle unless it is on fire. If you must exit the vehicle, do so without touching the vehicle and the ground at the same time.

Learn more about how to stay safe at [www.crpud.net/downedlines](http://www.crpud.net/downedlines).

## Plan Ahead for People on Life Support

**If someone in your home is on life support, has a disability, or has other special needs, it is important that you plan ahead to prepare for storms, outages, and other emergencies.**

Create a Personal Support Network and Emergency Plan. These will help you stay safe in an emergency. Resources for these can be found at [www.crpud.net/lifesupport](http://www.crpud.net/lifesupport).



Consider installing a standby generator with a GenerLink transfer switch. Call us at **(503) 397-1844** or email [engineering@crpud.org](mailto:engineering@crpud.org) to learn more.

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**COLUMBIA RIVER**  
**PUD**  
A COMMUNITY-OWNED UTILITY