

October 2017 Newsletter



Photo by Hesther Thurman

Pick Your Favorite Photos for our Calendar

Vote for your favorite photos to appear in our 2018 calendar. Visit www.crpud.net/calendar, or stop by our office between 9 a.m. and 4 p.m., Monday - Friday. Voting ends Oct. 31.

New Electric Rates are Now in Effect

New electric rates approved in September have taken effect. For residential customers, the monthly customer charge is now \$12.50, and the energy charge is 7.04¢ per kilowatt-hour.

This is primarily in response to increased rates from Bonneville Power Administration, our wholesale power provider. BPA increased its rates on October 1. Learn more at www.crpud.net/2017rates.

New office hours *to serve you better.*

Our office hours will change on January 2, 2018.

NEW HOURS: 7:00 a.m. to 5:30 p.m., Monday - Thursday. Closed on Friday.

24/7 SERVICE: We respond to outages & emergencies 24 hours a day, 7 days a week. Our website, online bill pay, & payment by phone are also available anytime.

LEARN MORE: www.crpud.net/hours or (503) 397-1844.



Be Prepared with a Home Emergency Kit

Make sure your family is prepared for a natural disaster, emergency, or extended power outage. Visit www.crpud.net/kit to get started on a Home Emergency Kit for your family.



Button Up for Winter with a Free Home Energy Evaluation

Fall is here. That means it's time to button up your home to make sure it's ready for the cold weather ahead.

Our Energy Experts can help. If you heat with electricity, ask us for a free home energy evaluation. We will provide tips on how you can cut your usage and lower your monthly bill.

A free energy evaluation of Blaine's home found a leaking water heater.



"It was great to get another person who is an energy efficiency expert to look at our home and make suggestions on how to improve it. We were grateful for this service."

- Blaine in St. Helens

To set up your free evaluation, call our Energy Experts at **(503) 366-5470** or email experts@crpud.org.

Learn About Assistance Programs

- **The GLOW Fund** provides emergency payment assistance to low-income customers.
- **The Special Waiver** provides a \$10 discount on the monthly customer charge to qualified customers.
- **Our Gift Payment Program** allows you to make a payment on another customer's account, anonymously or by name.
- **The Low-Income Senior Discount** provides a \$10 discount on the monthly customer charge and a 10% discount on energy charges.
- **Community Action Team (CAT)** distributes federal funds from the Low-Income Home Energy Assistance Program locally. To request an application packet, call CAT at **(503) 397-3511**.



Learn more about these programs at www.crpud.net/assistance.



7 Ways to Lower Your Winter Bills

Cold weather makes your heating system work harder. This can lead to higher electric bills in the winter. Keep a few extra dollars in your bank account this winter with these tips:

- Lower your thermostat when you're sleeping or not at home.
- Close windows and doors.
- Clean or replace your furnace filters monthly.
- If you have zonal heat, only heat the rooms you are using.
- If you have a furnace, use a space heater in the room you occupy most.
- Be sure your house is adequately insulated.
- Choose tight-fitting, insulated window coverings.

Visit www.crpud.net/tips for additional efficiency advice.

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