

January 2018 Newsletter

Cut the Clutter with Paperless Billing

Cut the clutter coming into your mailbox each month. Switch to paperless billing today.



Instead of receiving a paper copy of your bill each month, access it through account online. You'll receive an email when your monthly bill is available. Then, log into your account online to view your usage and pay your bill.

Sign up for paperless billing at crpud.net/paperless, or call Customer Accounts at **(503) 397-0590**.

New office hours *to serve you better*

Our office hours have changed, effective **January 2, 2018**.


CURRENT HOURS:

Monday - Thursday:
7:00 a.m. to 5:30 p.m.
Friday: Closed

Learn more at crpud.net/hours



5 Tips for Keeping Winter Bills Low

- 1. Turn your thermostat down a few degrees.** Set it a degree or two cooler while you're home, and if you do not have a heat pump, lower it several degrees when you're away or asleep. If you have a heat pump, lower the thermostat and leave it at a constant temperature. On average, every degree you lower your thermostat reduces your heating bill about 2%. 
- 2. Use space heaters wisely.** If you spend most of your time in one or two rooms, consider using a space heater in those rooms and lowering the temperature in the rest of the house.
- 3. Get rid of drafts.** Keep windows and doors closed. Use caulking or weather stripping to seal leaks.
- 4. Switch to LED lights.** Changing out your old incandescent bulbs for energy efficient LEDs is a cost-effective way to reduce your energy waste. LEDs use about a third of the energy that incandescents do.
- 5. Weatherize your home.** Add proper insulation and upgrade your windows to save money year-round.



Employees Raise \$11K for United Way

The PUD's employees have once again shown their generous spirit during the Season of Giving. The group donated \$11,113 to United Way of Columbia County.

The employees presented a check to Joy Boren and Kathy Beck of United Way of Columbia County.



Cut Your Costs & Increase Comfort with a Heat Pump Water Heater

You can cut your water heating costs by up to 60% with a heat pump water heater. They move heat from the surrounding air into the water, making them more than twice as efficient as standard water heaters.

We have rebates available of \$300 and \$500 for qualifying heat pump water heaters, depending on the model.

Contact our Energy Experts at **(503) 366-5470** or experts@crpud.org to learn how to save. Find more details at crpud.net/hpwh.

Board Adopts \$38.8 Million Budget

The PUD Board of Directors unanimously approved a \$38.8 million Operating and Capital Budget for 2018. The budget does not call for any rate increases in 2018.

The budget includes \$1.5 million for the construction of a new substation in Scappoose. Several other capital projects are planned to improve the safety, security, reliability, and capacity of the PUD's electric distribution system. See the budget in its entirety at crpud.net/2018budget.



Betsy Johnson Substation will use the same layout as our Fairgrounds Substation to reduce design costs and allow similar operations for our crews.

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 our Customer Accounts department at **(503) 397-0590** or info@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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Mailing: PO Box 1193, St. Helens, OR 97051 • (503) 397-1844
Digital: www.crpud.net • facebook.com/crpud • twitter.com/crpudUtility
Hours: Monday - Thursday, 7:00 a.m. - 5:30 p.m. • Friday, closed

COLUMBIA RIVER
PUD
A COMMUNITY-OWNED UTILITY