



Coastlines

February 2016

Jennifer Carroll, an offloader and deckhand in Newport, celebrates the start of the Dungeness crab season.

Photo © Ken Gagne

Choose Your Date!

With "MyBillDate" you can pick the date you want your Central Lincoln bill to be due each month

"It is so annoying!" grumbled a long-time customer. "I pay my bills once a month. That's my system, and it works for me. But your bill—the day that bill is due doesn't fit my system. So I pay my electricity bill late, and get assessed a late charge every month...and I hate it!"

OUCH....

We hate doing things that make our customers crabby, so we have great news for him, and for you— MyBillDate is available.

If there's a certain day of the month you'd like your bill to be due, give us a call, and we'll make it happen (with some caveats; we'll get to those in a bit).

Central Lincoln bills are due the day they arrive in your email (for customers who have paperless billing with us) or when the bill arrives in your U.S. Mail box. But you have a few weeks to pay the bill before it is considered past due.

Customers like certainty, and MyBillDate will provide it. Here's how it works: "If a customer wishes to have his or her bill due the 25th day of each month, the bill date would be set so their monthly Central Lincoln bills would never be due before the 25th," says Irene King, our Customer Service Supervisor. "However, because of holidays, weekends, and short months, due dates could vary from seven to ten days after the 25th, but again, would not be before it."

Migrating to MyBillDate takes a few steps. To sign up, call one of our offices (Florence: 541-997-3414, Newport: 541-265-3211, Reedsport: 541-271-2181.) The customer service representative who helps you will look at your account, and the timing. "It's a bit complicated to set up that new date," explains Irene.



"You may receive a low bill that only covers a week or two, and then another bill that might be due really quickly after that. Or you might have a really large bill that covers five weeks of service. The customer service representative who

processes your date change will talk you through what to expect with your first few bills."

"We want to make bill payment as easy as possible for our customers," adds General Manager Debra Smith. "MyBillDate is about convenience. Once we get a customer signed up and their bills coordinated with the new date chosen, we think it will be really useful."

Customers who have more than one Central Lincoln account can choose the same bill date for all of their accounts if that's desired.

One final detail: "Just because a customer changes his or her bill date, that does not cancel their current bill, nor will it extend the due date of their current bill," says Irene with a soft smile. "That wouldn't be fair to the rest of our customers."



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Rogue's cooper, Nate Lindquist, creates barrels on a machine called a crozer- one end holds the barrel in place, and the other has spinning blades that cut a perfect groove inside the barrel.

My Electric Story

Featuring Central Lincoln customers who use electricity in unusual ways

It's a long fun story, but Rogue Ales began brewing beer in Newport in 1989, guided by Jack Joyce, a legendary character and Nike executive who passed away just two years ago.

Today, Rogue beers are sold in every corner of the U.S., and overseas. Surfing Rogue's website can be a bit like traveling to a pirate festival without leaving your chair. From beers named "Yellow Snow IPA" and "Good Chit Pilsner" to suggestions to #BeerMyValentine, Rogue revels in its roguishness.

"As the ultimate Rogue, the spirit of my dad lives on here at Rogue every day," says Brett Joyce, Rogue's president. "As a brand we remain steadfastly diligent in staying true to the spirit that both my dad and Rogue define: innovative, irreverent, fun, unique, un-bureaucratic, we are David vs. Goliath but we don't care if we hit the giant- we just enjoy throwing the rock."

Rogue now produces beers, sodas, ciders, and spirits, including whiskey, gin, rum, and vodka in Newport. In keeping with its quirky approach, Rogue has opened a fully electric-powered cooperage—a barrel-making operation—producing barrels crafted individually from oak harvested in Oregon to age Rogue's products. The insides of finished barrels are "toasted" with flames at desired levels. Connoisseurs say a "medium toast" infuses stored spirits with vanilla, caramel, and bread notes, "medium plus" brings out cinnamon, nutmeg, and coffee flavors.



Brett Joyce at Rogue Farms' hopyard in the Willamette Valley.

"It's always an adventure," Brett Joyce says. "It's about dare, risk, dream."

Ready for the Unpredictable?

Residents of Florence experienced it last month

It was a typical winter Saturday evening, dark and damp. But then an SUV crashed into one of our utility poles on Highway 101, snapping the heavy pole in two. The bottom end (photo below) was slammed into a business, and the top of the pole, crossarms, and transformer were left dangling in the air (bottom photo), held up only by power lines attached to adjacent poles.

Equipment hanging above Highway 101 was very unsafe. Power had to be shut off to about 100 customers for several hours so the pole could be replaced. Announcements were made on local radio. We let people know via Twitter. Our crew put in the new pole and hooked the lines up to it in record time: three hours! There are some take-aways from this night:

- ⚡ If your power goes out, call us to let us know via our outage line (the number is on Page 1)
- ⚡ Always keep flashlights handy in several places in your home so you can get to them easily in complete darkness
- ⚡ If the outage is at night, turn off any lights you don't want waking you when the power comes back on
- ⚡ Make sure heaters have been turned down to your bedtime comfort level, and make certain nothing flammable has been left in front of them while the power was out, which could cause a fire hazard when the power goes back on

