

Coastlines

November 2016



Seagulls surround a Central Lincoln "digger derrick" truck during a brief lunch break between storm squalls Photo © Ken Gagne

Ready...Set...Storm?

Central Lincoln's Operations Manager Randy Grove doesn't hesitate when he's asked what he'd like our customers to do before expected storms:

"Please prepare for outages," he says. "While we work year 'round to strengthen our system, to clear away branches and trees from lines, and to replace aging poles, I still want folks to be prepared for the possibility of losing power."

Randy's been with us 31 years, and he can remember when we tackled outages by grouping slips of paper with addresses written on them, and dispatching crews based on the highest stacks of paper. His other favorite storm tips?

☛ Have our outage number (1-866-484-3783) handy to let us know if your power goes out. If you don't have a Central Lincoln magnet with our outage number on it, email us at info@clpud.org, or call or stop by your nearest Central Lincoln office, and we'll get you one.

☛ Charge up your phone while the power's still on—and as a backup, have a way to charge phones like a portable cell phone battery or a car charger, so if you're without power you can communicate with us.

☛ Keep fresh batteries, flashlights, a battery-operated radio, candles, extra water, and extra food just in case.

☛ Keep your car fueled up with half a tank or more.

☛ If you have a generator, be sure it's working well before storms hit. If that generator is wired into your electrical system, please make sure the wiring has been done properly to prevent backfeeding, which could harm line workers working to restore your power.



Don't let Randy Grove's calm exterior fool you—he worries about workers' safety—and yours. He offers suggestions for helping you stay safe.

☛ Check for Central Lincoln outage info at twitter.com/CLPUD (you don't need to be a Twitter user to look at our Twitter site). "If you can contact us when your power's out, please do," Randy continues. "Even though our system is much more automated these days, we need the 'back up' of customers calling to tell us about outages. If your lights go bright then dim, and then get really bright again, shut your main breaker off, and call us. That could mean a 'failed neutral' which can be dangerous."

And then there's one of Randy's greatest worries about storm risks. "If you have to go out in a

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Energy-saving tips and latest news:
www.twitter.com/CLPUDinfo



Outage info: www.twitter.com/CLPUD
or report an outage at 1-866-484-3783



Like us on Facebook at **Central Lincoln PUD**

Contact us at
info@clpud.org



Are Parts of Your Bill Mysterious?



Understanding Your Bill

- 1 Customer No:** Your unique Central Lincoln customer number.
- 2 Book:** The business day your bill is generated.
- 3 Account No.** The account number assigned to the physical location where service is being provided. (Some customers have multiple account numbers with us, but only one Customer Number.)
- 4 Billing Date:** The
- 5 Current Bill Late**, after this date, it w may be assessed.
- 17 Electric - (city) tax:** Some cities in our District opt to levy a tax on customers' electricity bills. These funds are collected and sent to those cities every month. If you live in one of these cities, this will be on your bill.
- 18 kWh Usage Comparison:** This table shows your usage on a monthly basis for the last 13 months.
- 19 Previous Balance:** The amount of your previous

If there's something on your bill that looks odd, check out our new "Understanding Your Bill" guide—it's on our website at clpu.d.org— then click on "Customer Information" and under "Customer Account Tools" and you'll see "Understanding Your Bill." Or, email or call us and we'll mail you a copy, or you can pick up a printed copy at your local Central Lincoln office.

Understanding Your Bill

2129 N. Coast Highway
Newport, OR 97385-0090
www.clpu.d.org

TO REPORT OUTAGES, PLEASE CALL 1-866-484-3783 PAGE 1 OF 1

1 CUSTOMER NO. 0000000
NAME: JOHN Q PUBLIC
 JANE Q PUBLIC

2 BOOK 0000

3 ACCOUNT NO. 0000000

4 BILLING DATE 03/17/2016

5 CURRENT BILL LATE AFTER 04/06/2016

6 TRANSACTIONS

7 Auto Payment, Thank you. (118.00)
8 Project Care Roundup 0.72

9 SERVICE FROM: 02/16/2016
SERVICE TO: 03/15/2016

METER NUMBER	CURRENT	PREVIOUS	MULTIPLIER	AMOUNT USED	READING TYPE	CHARGE TYPE	AMOUNT
127578	59747	56368	1	1379	KWH	Facilities Charge	20.00
						Energy Charge	96.53
						CITY FRANCHISE TAX	
						Electric - Slettz Tax	1.75

SERVICE ADDR: 111 ANYWHERE LN
SERVICE TYPE: Schedule 100 - Residential Service

SpoilerAlert: We're working on streamlined bills coming up in April. Meantime, "Understanding Your Bill" will hopefully decode items like "city tax," "Book," and "Meter Reading Current."

Transformers Should Never Be Allowed to Wear Camo

Transformers are crucial to electric service. If yours is on the ground, please don't plant flowers or a tree near it. "We have to have clearance ten feet in front of transformers, and three feet on each side," says Central Lincoln Serviceman Leo Newman. If a transformer fails, "We might have to dig it up, maybe put in a new transformer, and we can't work properly and safely on transformers with a hot stick if there's anything in the way." (A hot stick is an 8' insulated tool used by our workers to work on energized equipment.) "We don't want to crush a favorite plant, or have to cut down a tree," says Leo. "But restoring power comes first. Any shrubbery within that 'three feet or ten feet' rule may be trampled in the process. We don't want to do that, but sometimes, we don't have a choice."



Shrubbery and trees should be cleared three feet on either side of transformers and 10 feet in front of them

Ready, Set, Storm? Randy's Storm Tips Continued

storm, stay 100 feet away from downed lines. Assume they are energized and call 9-1-1 to report them, please."

And then there's one of Randy's greatest safety concerns:

"Especially if you see lines lying on a metal guardrail, stay away. Our lines follow the edge of many roads. When people are trying to get out of the way of road hazards, what do people do? They go behind the guardrail, which normally is the right thing to do. But that may not be safe in a storm. If hot lines hit it, a guardrail could be energized

until a fuse blows. It could be just be for an instant, but if you're close, it could be very dangerous."

And lastly, "If you're in a car and lines come down on it, stay in the car! The only exception is if the car's on fire. If that happens, leap as far away from the car as you can, and land on both feet. Then hop away like a bunny to help prevent electric shock."

Sounds like staying home and indoors during storms is the best option, right? We agree!