

Coastlines

MARCH 2017



Our 30' digger derrick truck (center) and 30' bucket truck are dwarfed by huge winter waves on the Pacific. Photo ©Ken Gagne

SMARTHUB BEGINS APRIL 10!



SmartHub is an all-in-one account management system which will replace MyAccountOnline, MyMeter, and QuickPay

SmartHub apps are available for smart phones and tablets

Your bill will have a new format beginning with the bill you receive after April 10!

1.

WATCH FOR YOUR NEW ACCOUNT NUMBER

As of April 10, 2017, you will receive a **new account number** with the paper bill you receive. You will need this number to set up your new SmartHub account.

2.

CREATE YOUR SMARTHUB ACCOUNT

Use your new account number to **create a login and password** for your new SmartHub account. Visit the Central Lincoln website at clpud.org.

Additional action is needed if you would like any of the following account options:

IF YOU USED AUTOPAY BEFORE APRIL 10, YOU'LL NEED TO SIGN UP FOR IT AGAIN USING SMARTHUB

Authorize the use of a credit or debit card, or a transfer of funds from your bank account in SmartHub and your Central Lincoln bill will be paid automatically every month.

SIGN UP FOR PAPERLESS BILLING

If you had eBilling before April 10, you'll need to sign up for it again after April 10 in SmartHub if you want to continue using eBilling.

We encourage all of our customers to sign up for eBilling —it's paperless and convenient.

IF YOU USE A BANK OR CREDIT UNION'S PAYMENT SYSTEM

When you get your new Central Lincoln account number after April 10, please make certain to get that new account number to your financial institution. Otherwise your payment may not be credited to your account properly or on time.

CENTRAL LINCOLN PAYMENT OPTIONS



AUTOPAY



BANK OR CREDIT UNION PAYMENT (ACH TRANSFER)



PAY ONLINE IN SMARTHUB



USE OUR NEW AUTOMATED PHONE SYSTEM (ANYTIME—DAYS, NIGHTS, WEEKENDS)



MAIL, OR DROP OFF PAYMENT AT OUR OFFICES

Record Cold Winter, Long Cycle Result in High Winter Bills



Many Oregonians have been surprised by high electricity bills so far this year. It's been very cold outside, forcing electric heaters to use much more electricity to keep homes at comfortable temperatures. The 2016-2017 winter has been the coldest in 15 years. Also, the holidays lengthened some billing cycles, from 32-35 days, rather than 28-31 days.

We don't like it when customers are surprised when they open their bills, so we offer tools to fight high bills. Go to our clpud.org, and under "Energy Efficiency & Programs" click on "Simple Ways to Save" for electricity-saving ideas. Above that selection is "MyMeter"—sign up for it, and you can track when you are using the most electricity and what the temperatures were outdoors at the time. When SmartHub starts in April, it will also offer customers the ability to check use and temperatures.

If You Are Struggling to Pay Your Bill, Please Call Us

This has been a tough winter with very cold temperatures. If you have a higher than normal bill and do not have the resources to pay it immediately, please call us. We may be able to work out payment arrangements, or refer you to a community service agency that may have resources to help.

Someone Calls Demanding Payment? Hang Up!

It seems winter's an especially popular time for con artists trying to cheat people. We've had many reports of phone scammers calling customers and threatening to shut customers off. One customer lost \$500 to such a scam last month. Here are tools to protect yourself:

- Due to phone scams, we only communicate about overdue bills by U.S. Mail., not by phone
- We never shut customers off for nonpayment after business hours, nights, or weekends as we want to give customers time to call us to make arrangements or make a payment during business hours, Monday through Friday, 8 a.m. to 5 p.m.
- For customers' security, effective April 10, payments over the phone may only be made using our new automated system. Our employees will no longer handle credit, debit or bank account information

Florence Office

Mailing address: P.O. Box 1126, Newport, OR 97365
ph: 541-997-3414

Newport Office

Mailing address: P.O. Box 1126, Newport, OR 97365
ph: 541-265-3211

Reedsport Office

Mailing address: P.O. Box 1126, Newport, OR 97365
ph: 541-271-2181

Website: clpud.org **Email:** info@clpud.org



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



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



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