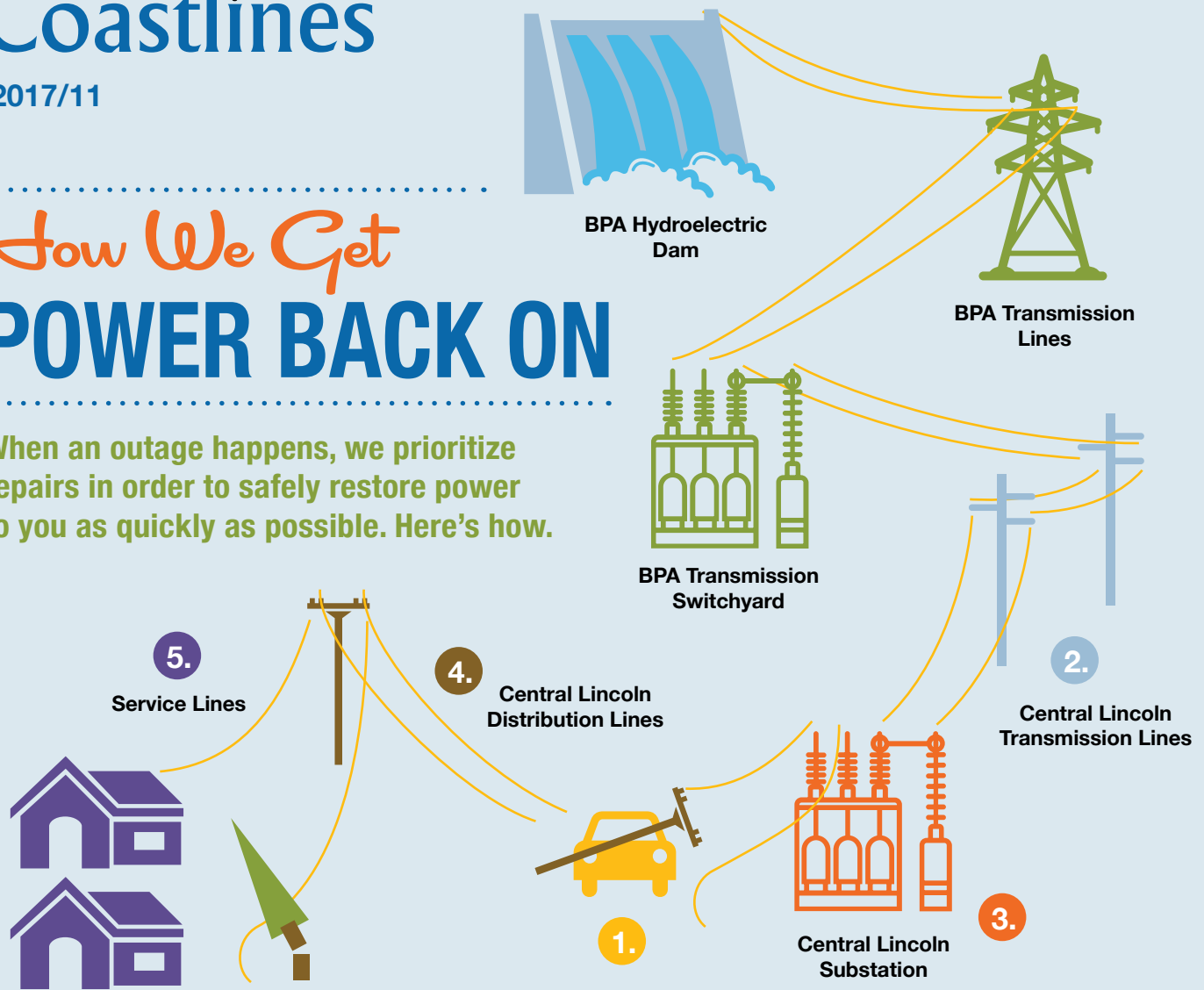


Coastlines

2017/11

How We Get POWER BACK ON

When an outage happens, we prioritize repairs in order to safely restore power to you as quickly as possible. Here's how.



Our process:

- 1. Protect Public Safety** by addressing dangerous situations.
- 2. Repair Transmission Lines** which supply power to substations serving many thousands of customers in cities or communities.
- 3. Repair Substations:** they serve thousands of customers.
- 4. Repair Distribution Lines** that carry power from our substations throughout our service area. When main distribution lines are re-energized, entire neighborhoods or individual homes will have power restored. (Distribution lines serve hundreds of people.)
- 5. Repair Service Lines** that deliver power to individual homes and businesses. In order for your home to have power, the transmission line, substation, and distribution line that serve you must all be energized.

Why don't we provide estimates for how long an outage will last?

Every outage is unique, and it's not always possible to estimate the extent of the damage or how long repairs will take.

Why did a Central Lincoln PUD truck drive by without stopping?

During outages our crews sometimes drive through our service area to patrol lines, assess the damage, and determine whether it is safe to restore power to customers.

We appreciate your patience while we work to get your power back on!

If Your
Power
Goes Out,



Winter's Almost Here: How to Prepare for Outages

Before a Power Outage

- Build or restock your emergency preparedness kit, including a flashlight, fresh batteries, cash, and first aid supplies. (Charge or debit card systems often don't work without power.)
- Keep cell phones and any battery powered devices charged.
- Make sure you have alternative charging methods for your phone. Also, if you have a landline phone, make sure to have a simple phone on hand that doesn't require electricity to operate so you can make calls when power is out.
- Keep cell phones and any battery powered devices charged.
- Learn where the manual release lever of your electric garage door opener is located and how to operate it.
- Purchase and store ice, or freeze water-filled plastic containers to help keep perishable food cold during a power outage.
- Keep your car's gas tank full—gas stations rely on electricity to power their pumps. If you use your car to re-charge devices, do NOT keep the car running in a garage, partially-enclosed space, or close to a home, as this can lead to carbon monoxide poisoning.
- Learn about emergency plans in your county:
Coos County: <https://tinyurl.com/CoosEMS>
Douglas County: <https://tinyurl.com/DouglasEMS>
Lane County: <https://tinyurl.com/LaneOR>
Lincoln County: <https://tinyurl.com/LincolnEMS>
- If you rely heavily on anything that is battery-operated or power dependent like a medical device, have a back-up plan. (For more planning information tips visit: Seniors and Individuals with Disabilities and Others with Access and Functional Needs at ready.gov)

—From ready.gov (Next month: Tips for what to do during and after an outage)



Please **DO** Call Us!

Click! In less than a second, power's out and so are the lights. What to do? **Please call us—immediately—at 1-866-484-3783.** While you'll reach an automated system, we want you to know that system immediately lets a Central Lincoln dispatcher know you've called to tell us you have a power issue that needs attention.

Too often, customers tell us "I didn't want to bug you—I figured one of the neighbors already called!" Maybe...but maybe not. We've had entire neighborhoods make this assumption, and no one's called us! We want to respond as quickly as possible to get your power back on.

If you've called, and you want to know what's going on with your outage, please check our Twitter page at www.twitter.com/CLPUD or our Facebook page [@clpud](https://www.facebook.com/clpud)

And...one other thing: Our automated system will find your location much more quickly if we have your current phone number in our database. So, if you've changed or added cell phone numbers or landline numbers, please put your new number or numbers into your SmartHub account, or email us at info@clpud.org, or call us at 541-265-3211 and we'll be happy to add your new number(s) to your customer file so our system can easily find your account and address in the event of an outage.

Pay By Phone: 1-844-239-0076
Outage Line: 1-866-484-3783
Energy Efficiency Programs: 1-888-883-9879
Credit for Clunkers (fridges and freezers): 1-866-265-7231

Call us at: 541-265-3211 or toll free at 1-877-265-3211
Your call will be answered by the first customer service representative available in Florence, Newport or Reedsport.

Office Hours: Mondays-Fridays, 8 a.m. to 5 p.m.
Florence: 966 Highway 101
Newport: 2129 N. Coast Highway
Reedsport: 440 Fir Avenue (Reedsport is closed 12-1 p.m.)

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



Outage info, energy-saving tips, and latest news: www.twitter.com/CLPUD or report an outage at 866-484-3783



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

