Have you been putting off installing energy-saving windows? Our rebate has doubled to $6 a square foot for each qualifying window! More details at clpud.org

Our Programs, They Are A-Changin’

We love that we are able to help you save on your electricity bills by offering energy-saving programs. And while we do have some say about what programs are offered, it’s not entirely up to us. Every two years, we receive funds from the Bonneville Power Administration to be used for energy-efficiency/conservation programs. These funds are collected by the BPA from the money we pay for electricity, and come with rules for what and how certain energy-saving measures qualify. With each two-year funding period, BPA makes changes to the programs we can offer based upon savings estimates and the agency’s needs.

Our new BPA funding cycle has just begun, so as expected, some of our rebates will increase, while others will be lowered. As an example, if you’ve been considering installing a multi-head ductless heat pump, you have about two months to have that work done before that incentive goes down.

Some requirements have also changed. To be sure you have the latest program information and to find out if your project requires pre-approval, please call our energy experts at 1-888-883-9879, and they will be happy to assist you.

Rebates going up

Insulation increasing by at least 100%, depending on a home’s existing conditions and the amount of insulation being added

Windows
Rebate has doubled from $3 per sq.ft. to $6 per sq. ft.

New rebates

Split-System Heat Pump Water Heaters
$800

High-Efficiency Heat Pumps
$800 to switch from forced-air electric furnaces

Rebates going down or ending

Multi-Head DHP systems
The current $1,000 incentive will decrease on 3/1/20 to $750

Rebates staying the same

Single-Head DHP systems
$750

NEEM-Certified Energy Star® Manufactured Home purchase
$1,200-$1,400

Heat Pump Water Heaters purchase and install
Tier 1: $300
Tiers 2-3: $500

Smart Thermostats purchase and install
$100

Energy Star® Electric Clothes Washer purchase
$50

Energy Star® Electric Clothes Dryer purchase
$50

Energy Star® Exterior Doors purchase and install
$40 per door

Energy Star® LED Light Fixtures purchase and install
$5 per fixture
Outages: When We REALLY Need to Call You, Will We Have the Right Number?

We needed to replace a utility pole south of Florence last month. Unfortunately, in order to do that work safely, we had to shut off power for eight hours, even though that’s very inconvenient for customers. We had a few days’ lead time to plan the work, and to have our system make automated calls to customers in that neighborhood to tell them they’d be without power during that time.

Unfortunately, we didn’t have valid phone numbers for quite a few of those customers. As you might guess, some were not pleased. When they called to let us know they were unhappy, they gave us their latest phone numbers so we could easily reach them in the future if needed.

As we enter outage season, we’d like to make absolutely certain we have your correct phone number. We do not share or sell our customers’ numbers, and we will not use them to try to sell you anything—we promise! If you’ve changed your phone numbers in the past five years, please let us know what your correct number or numbers are in SmartHub, or by emailing us your service address, including the city or community it’s in, and the correct phone number(s) to info@clpud.org or by calling us at 877-265-3211. Thank you!

How We Get Power Back On

We field plenty of questions from customers about outages, and we have answers! Questions like:

• When a storm hits, and we have multiple outages in our 700 square miles of territory, how do we decide where to send our ‘troops’ first?
• How do we prioritize repairs and restorations?
• Why does it seem like it’s so difficult to give customers an estimated time of restoral during an outage?
• Power’s out, and I saw a Central Lincoln truck go by without stopping. Why did they just drive by?
• If we have so many outages caused by trees falling in lines, why don’t we underground the lines?
• What has Central Lincoln done to prevent and reduce the number of outages we have?

Two of our Operations Supervisors, Isaac and Greg, answer these questions and more for a Facebook video!

Watch them at https://tinyurl.com/getpoweron

Isaac and Greg answer customers’ outage questions on our latest Facebook video!