

Coastlines

2018/7



It's all about providing excellent service: Journeyman Lineman Dan Kinion drills a hole in a new utility pole as part of a project bulking up our infrastructure in the Newport area.

Thank You, Customers!

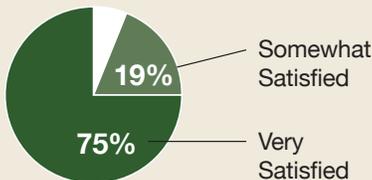
We surveyed customers from Lincoln Beach to North Bend, and east to Mapleton, Siletz, Swisshome, and Toledo

Every three years, we hire a research company to check in with customers to ask how you feel about the service you're receiving—even if those opinions aren't flattering.

How would you rate your overall satisfaction with Central Lincoln?

75% say they are "very satisfied" with our work, and 19% "somewhat satisfied" for a 94% satisfaction rate. That's pretty terrific: We appreciate your confidence in us!

94% Overall Satisfaction Rate!



What is your overall satisfaction with the last service you received from us?

Nearly 50% of you gave us a "10" on a 1-10 scale, and another 24% rated us a 9 to a 7. It was pretty exciting to get so many 10s, but about 6% shared they felt we can improve. That's important for us to know, and to act upon.

What is your satisfaction level with our reliability?

The average was a 9.17 out of 10! Also exciting, and we think this reflects our engineers' and crews' work in identifying and tackling trouble spots, and our year-round work in clearing trees and branches (the largest causes of outages) away from lines.

Communication

You made it clear communication is very important to you, and we will continue to work on getting you the information you need in the ways you'd like to receive it. As an example, we are looking to implement an automated system to call you if there's an outage affecting you, and when we hope to have power restored, as well as offering maps showing outages online. We recently added *Coastlines* to our electronic bills, so those with paperless billing will also know what's happening and what programs are available. Speaking of paperless billing, 23.5% of you said you'd like to receive your bills by email, yet only 13% of you are—if you'd like to receive your bill electronically, and cut down on paper waste, just go

to clpud.org and log in to SmartHub (under My Profile). Increased use of paperless billing is one of our "progress" goals for our 75th anniversary year's focus on "Power. People. Progress."

Conservation and Energy Efficiency Incentives and Rebates

37% of you say you've used one of our programs, and 43% say you hope to use one or more in the future. Many indicated you'd like to know more about the rebates we offer, so you'll be seeing more about those programs in the months ahead.

To every customer who talked to our surveyors—**thank you!**—your input is very valuable. We're always looking for ways we can improve, and these survey results will help guide us.

We'll end with a few of the fun comments we received from you:

“Amazing what you do in the storms.”

“Have never had a problem. When I had one, it was taken care of quickly.”

“Overall, 38 years [with Central Lincoln] have been magnificent.”

“I would just draw a big smiley face!”



Ductless heat pump units are usually installed near a ceiling. (Photo by Lincoln Barbour, Courtesy of NEEA)

Air Conditioning WITH a Heater, Too?

Nearly 2,000 of our customers have taken us up on our rebate offer for the purchase and installation of a ductless heat pump—to replace electric baseboard or wall heaters or electric furnaces in their homes. Many say they've lowered their bills as a result, and ductless heat pumps also heat their homes better than their old systems because ductless heat pumps (DHPs) distribute heat more evenly than older technologies.

We've also had some customers switch from carbon-generating natural gas to electric-powered DHPs, because our power is 97% carbon-free. However, transitioning from natural gas to an electric-powered DHP unfortunately does not qualify for our rebates.

In spite of their name, ductless heat pumps have an added bonus: **they also work as air conditioners.** Sure, being located this close to the Pacific Ocean usually means comfortable summer temperatures

in the 70s, but on those few days when temps are in the 80s or 90s, air conditioning can be a delightful bonus. Also, many DHPs come with remote control, so you can lower or raise the heat or cooling level without having to walk over to a thermostat.

A ductless heat pump system is usually a wall-mounted indoor unit combined with an outside compressor. DHPs require only a very small hole to be drilled into a wall, reducing air leakage. Plus, they're less visible than most conventional heating and are nicely quiet. No ductwork makes DHPs more efficient.

Tempted? Installing a DHP should be done by a professional, so please go to goingductless.com to find a certified installer. He or she will check to see if a DHP is the right fit for your home. Please also check our rebate information at clpud.org under "Energy Efficiency & Programs" as we offer \$750-\$1,000 rebates for pre-qualified DHP projects.

Some DHP maintenance **IS** absolutely required

Like other heating systems, DHPs require cleaning and maintenance. Our energy experts wanted us to tell you: "There is a filter in the indoor unit that should be cleaned every two months. Also, annual professional maintenance is recommended," says Miranda with the Efficiency Services Group. "There's a guide for customers with DHPs at <https://tinyurl.com/DHPmaint> on page 2 to walk folks through what's needed to be done to keep their DHPs working properly."

Still have questions? Call our energy experts at 1-888-883-9879.



Surprising Savings

Cost for 1,000 miles of fuel
Electric Cars vs. Gas-Powered

\$21^{.34} Chevy Bolt (EV)

\$67^{.02} Chevy Cruze

\$21^{.17} Nissan Leaf (EV)

\$80^{.77} Nissan Versa

\$23^{.66} Kia Soul (EV)

\$101^{.61} Kia Soul (gas-powered)

\$18^{.10} Tesla 3 (EV)

\$95^{.45} Mercedes C300

Central Lincoln electricity is 7.62¢/kWh
Gasoline calculated at \$3.15/gallon

Pay By Phone: 1-844-239-0076

Outage Line: 1-866-484-3783

Energy Efficiency Programs: 1-888-883-9879

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



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