



Our new website proudly features some of the beautiful and iconic scenery and wildlife of the Central Coast.

Introducing Our New Website!

Our motto is “Power. People. Progress.” As we work to provide excellent customer service to you, we’re harnessing progress to offer what we hope is a great experience. Our new, easy-to-use website offers tools proven to help make online pages easier to navigate, and use.

We know the #1 reason customers use our website clpud.org is to pay their bills, so one new feature is the “Pay My Bill” button at the top of the page. It stays there no matter what section or page you view, so if you want to pay your bill online, you don’t have to worry about remembering how to get back to the payment screen. It’s right there at the top to make it simple to find:



More and more people are using smart phones or tablets to visit websites—more than those using desktop or laptop computers. Our new site is more flexible, and quickly adapts to the device you are using to create a better user experience.

“We weren’t interested in just moving everything from our old site to our new one,” says Customer Communications Specialist Megan Walters, “but rather in keeping the information that is

important to customers and delivering it in a way that is easily understood.” Accessibility was a huge part of our redesign as well: “It’s very important to us to ensure our customers with visual disabilities, difficulty reading, or problems browsing with a mouse can fully access our website,” Megan reports. “We intentionally used white space and coordinated colors throughout the site to provide a visually pleasing experience, too.”

If you can’t find what you’re looking for on our new site, look for “Search” at the top right of every page:



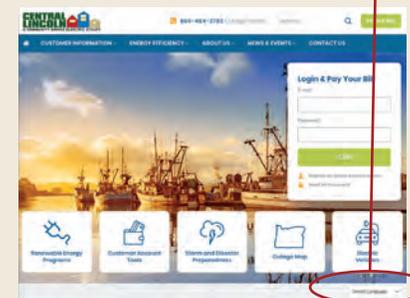
We’re excited about our new site and hope you will find it really easy to use. If you have any comments or questions, please email us at info@clpud.org

Tips for Using Our New Website

Where’s SmartHub? Find it here:



If you’d like to use our site in a different language, choose it here:



Increase or decrease the size of the type by clicking on any topic in the blue ribbon across the top of the site, and then clicking the “+” or “-” sign:



Our New Residential Rate Per Kilowatt Hour:



July 1
7.74¢



previously
7.62¢

Rates Increasing Effective July 1

After a zero rate increase for the 2018-2019 fiscal year, Central Lincoln's Board of Directors has voted to raise residential power rates about 3% for the coming year. "The cost of materials and equipment keeps going up, and reluctantly we felt this increase was necessary," says Board Chair Keith Tymchuk of Reedsport.

Power used from July 1 forward will cost residential customers 7.74¢ per kilowatt hour, up from 7.62¢ during the past two years. The average Central Lincoln residential customer uses 1,061 kilowatt hours a month. The new rate

will result in an increase of \$1.28 in monthly usage costs for an average customer.

The Service Availability Charge (known in previous years as the "Basic Charge" or "Facilities Charge") will increase from \$22 per month to \$24 per month. The Service Availability Charge assists with the costs of providing infrastructure (lines, transformers, utility poles, substations, etc.) to customers' locations. The increase in the Service Availability Charge better reflects the costs of providing that infrastructure to every home.



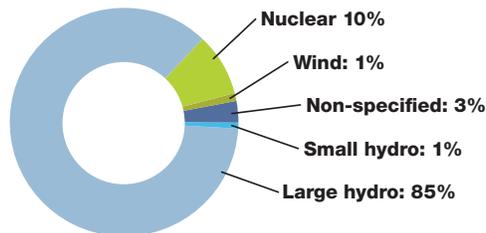
One of the biggest 'needles' ever? Linemen carefully position a new power pole to replace an aging one while the attached lines are still energized.

Threading a Giant Needle

How do we replace a large transmission and distribution pole that isn't in good shape without shutting off power to everyone nearby? Very carefully! On a recent job in Waldport, our crew spread the energized lines, and covered them with insulated barriers for safety, very carefully threading the heavy new pole through the lines, and into the ground by the old pole. "Hopefully a new pole can be set into the ground very close to the original pole, allowing our crew to fairly simply transfer the lines to new insulators," says General Manager Randy Grove. **"We know our customers depend on the electricity we provide, and we do whatever we can to avoid shutting off power whenever we safely can."** Thanks to Jim F. of Waldport for sharing his photography with us!

Our Power Mix: Near-Zero Carbon!

The Oregon Global Warming Commission's December 2018 report recognized community-owned electric utilities including Central Lincoln provide "near-zero carbon power" — meaning it's very clean. The Bonneville Power Administration (from which we get all of our power) assures us none of our electricity comes from coal-burning power plants. Here are our sources of power generation:



The BPA fuel mix varies annually due to water supply and timing, and spill operations relating to fish.

Pay By Phone: 1-844-239-0076
Outage Line: 1-866-484-3783
Energy Efficiency Programs: 1-888-883-9879

Call us 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

 **Central Lincoln PUD**



Our mission is to ensure our communities have access to reliable and affordable energy products and services.