

A report on activities of interest to SUB customers

SUBreports

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It's Not Rocket Science.

Just great (free!) coffee.

It's that time of year again – time for SUB to “espresso our thanks” to our valued customer-owners during Customer Appreciation Week, October 4-9!

SUB invites all its customers to join the celebration by stopping by the main office for a FREE latte, hot cocoa, or a hot cup of delicious coffee. And while you're here, pick up a set of energy-saving compact fluorescent bulbs for your home.*

Customer Appreciation Week

October 4 - 9

Monday – Friday: 8:30 – 5:00

Saturday: 9 – noon

Free lattes, hot cocoa & coffee

Free CFLs*

The fun starts flowing at 8:30 a.m. And in celebration of our 60th year serving Springfield, SUB will extend the coffee service through 5:00 every day, and offer service

from 9:00 to noon on Saturday. However please note that the CFLs will only be available weekdays until noon.

As always, Customer Appreciation Week is also Public Power Week. And that just makes sense, as customer appreciation and service are public utility cornerstones.

That's because customer-owned utilities like SUB work to serve ratepayers – not to turn profits for investors. And that keeps our focus on low rates and outstanding customer service. So does the fact that SUB is governed by Springfield residents elected by customers, and local control means utility decisions are kept close to home.

So come on by, and let us pour out our thanks by serving you a fresh cup of your favorite hot drink. It's our way of showing you that at SUB, the service never stops.

**Limit three free CFLs per Springfield household. Bring your utility bill or drivers license as proof of address.*

Sixty Years Young!



SUB celebrates its 60th year with a bevy of new service initiatives

September marks the 60th anniversary of Springfield Utility Board's service to Springfield, and SUB is celebrating the milestone in the very best of ways – by expanding our selection of convenient customer options.

Check out this line-up!

Drive Up Express Payment Window

Customers paying a bill with cash, check or money order are welcome to use SUB's convenient drive-up window, located at our main office (payments using debit cards and transactions requiring customer service assistance must be completed in the lobby). See page four for a special contest!

24-Hour Automated Account System

SUB customers can check their utility accounts 24 hours a day, seven days a week, by calling 541-744-3768. Check your balance, verify your last payment, get hours of operation, find drop box locations and access SUB's pay-by-phone provider (see below) all through this number!

Internet and Phone payment

Pay your residential bill at www.subutil.com or by calling 1-866-200-1977. Please note that SUB's provider charges a small fee for this service.

And don't miss out on expanded coffee service during **Customer Appreciation Week** (see front page.) In honor of our sixtieth, SUB will extend the hours and the fun!



While celebrating, it's important to remember that SUB is commemorating the success of a campaign for public power in Springfield that lasted nearly two decades – through six elections, five defeats and two recall movements against city officials who backed the idea.

And, the fight didn't end with SUB's formation – it got more intense. In fact, SUB's colorful history reads more like a suspense novel than an annual report, filled with politics and intrigue, victories and defeats, and real life power plays.

If you haven't already done so, take a moment to click on the "Online Library" link on SUB's website (under the Community Programs tab), and check out the pamphlet on SUB's history (*Lighting the Way*). You'll learn more about the amazing fortitude of public power's early advocates, whose actions have resulted in the affordable, reliable service ratepayers enjoy today.

The story is a reminder that the important things in life don't often come without a struggle.

MEET the Board

SUB's water and electricity services are provided under the direction of SUB's Board of Directors, five Springfield citizens who are elected to four-year terms, and who serve at-large and without pay. The Board meets on the second Wednesday of each month. The public is invited and encouraged to participate in these meetings, at which SUB policies and procedures are formulated and adopted.



Virginia Lauritsen
Chair, Position 2
Term exp. 12/31/10



Joe Mathieu
Position 1
Term exp. 12/31/12



Bobbie Jean Adams
Position 5
Term exp. 12/31/12



Ted Johnson
Position 3
Term exp. 12/31/10



Ken Boyst
Vice-Chair, Position 4
Term exp. 12/31/10



Pogo sticks? Personal trampolines? Stilts? These items may not be standard-issue for a SUB meter reader, but there are times when Linda Pratt, manager of the meter-reading function for the utility, thinks they should be.

“Tall fences and locked gates are two of the biggest day-to-day issues we run into when reading meters,” Linda explains. “If we can’t see over the gate or fence, we have to skip the house and come back later. We want to remind people to keep them unlocked on meter-reading days, or to call SUB about our free lock program (see below).”

One problem is that older homes often have meters that were placed in back of the house. When people fenced their yards, they also fenced in their meters. But even newly constructed homes, which generally have meters conveniently located on the side of the house, often have fences that cut meters off from easy view.

“When homeowners plan to build a fence, they are thinking about design and location and cost, not meter access,” says Linda. And while that’s understandable, restricting access to a meter ends up being costly for everyone.

Other obstacles, like man-eating blackberry bushes and huge woodpiles, can also restrict access. So take a close look at what’s encroaching on your water and electric meters.

That’s because SUB needs access to water and power meters on the first try. If a meter reader has to return to a home to get a reading, the cost of that return trip is nearly 10 times more than the original trip. So, providing access helps keep utility costs low, and that translates into low rates for customers.

Check your meter’s location

If your meter is installed inside a fence and you can’t keep your fence unlocked on meter reading day, please call SUB at 541-746-8451 and inquire about our special free lock program. SUB will give you a special lock to use on your gate or fence, and only you and SUB will have the key. That way, you keep your property safe while SUB reads your meter.

Watt’s happening

Time to Parade around Springfield!

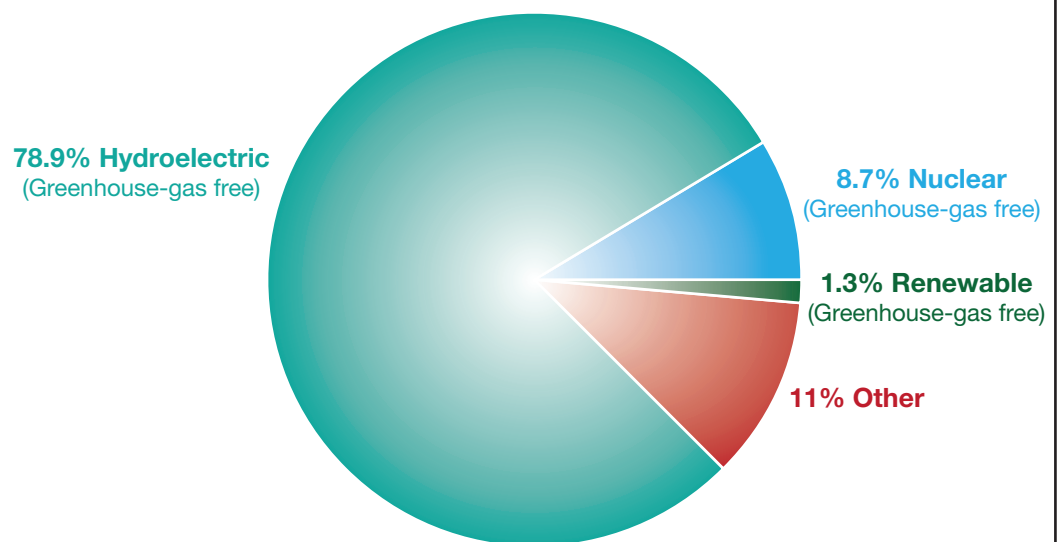
Mark your calendars for Springfield’s oldest and coldest holiday parade, coming Saturday, December 4th. This year’s theme is **“Rockin’ the Drift Boat! A Springfield Birthday Bash.”**

The day starts with a festive holiday tuba concert at 1:00, with the parade starting at 2 p.m. The day will be full of marching bands, fun parade floats, and, of course, Jolly St. Nick flying high in a SUB bucket truck, decked out in holiday finery. And be sure to visit SUB’s comfort station next to the judging platform for free coffee, cocoa and holiday cookies!

Information on the parade route, parking and other details can be found at www.springfield-christmasparade.org or by calling 541-988-0955.

What color is your power?

If you are a SUB customer, it’s green. In fact, nearly 90 percent of the power SUB supplies Springfield comes from sources that are greenhouse-gas free!



Read this page and WIN!

Win \$25 off your next utility bill

Have you tried out SUB's new drive through? This convenient service makes it possible for customers to make a standard payment (by cash, check or money order) without leaving their cars – a real plus given limited parking and the rainy weather looming.

And it's easy to use! The drive-up lane is right outside SUB's main lobby. Just pull into the left-hand lane and move forward to the large kiosk with the blue "Express Payment" sign. You'll be greeted by one of our Customer Service Representatives, who will take your payment and deliver your receipt – without you ever having to leave the car!

If you have – or haven't – tried it, we'd like to hear from you. And just for giving us your opinion, we'll enter you into a drawing for \$25 off your utility bill. Four lucky winners will be chosen!

Just fill out the survey and the form, and we'll enter you into the drawing for the \$25 gift certificate. We'll also draw names for a free outage kit! (See right).



Win an Emergency Power Outage Kit

With winter comes the possibility of power outages. Whether it's a windstorm taking down a power line or a car that skids on an icy road into a power pole, the lights can go out.

Luckily, most outages last only a few minutes to a few hours. But being prepared is always a good idea.

Have a good emergency kit in your car including:

- A flashlight
- Extra batteries for both
- Necessary medications
- A cell phone
- A first aid kit
- A battery-powered radio
- Non-perishable food
- Emergency phone numbers
- Drinking water
- A thermal blanket

Let SUB get you started! Just fill out the form below:

Name: _____

Address: _____

Telephone: _____

Fill out this form and send it back with your utility payment (or drop it by SUB's main office).

All entries received by the end of Tuesday, November 30 will be entered into a drawing for one of four \$25 gift certificates that can be used on a future utility bill, and for one of ten free outage kits, valued at \$50 each. SUB will notify winners by phone.

1. Have you used SUB's new express payment drive-up window?

- Yes (continue to question 2)
- No (please state a reason)
- ___ I pay by mail, at a drop box, or electronically
 - ___ I prefer to come into the office
 - ___ I wasn't aware of it
 - ___ I'm not sure how it works
 - ___ Other: _____

If you haven't tried our drive-up window, is it something you would consider?

- ___ Yes, it sounds easy and efficient
- ___ No, I prefer to park and come in the lobby

2. Please rank your experience, with 5 as very satisfied and 1 as not satisfied

- ___ Well marked and easy to find
- ___ Kiosk easy to use
- ___ Speed of service from representative
- ___ Friendliness of service
- ___ Hours of operation

3. Are there ways we can make this service better?

Independent spirit. Low rates.

The Springfield Utility Board is a customer-owned municipal utility operated independently from the city and responsible only to its ratepayers. We deliver exceptional service, and some of the very lowest utility rates in Oregon!

SUBreports is a regular publication of SUB's Community Relations Department. We welcome your feedback. If you have questions, comments or story ideas, please call 541-744-3794.

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