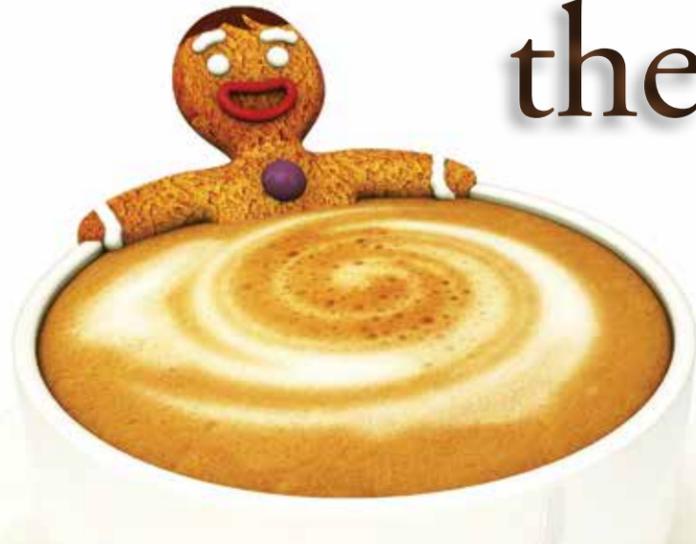


SUBreports

Volume 13 Issue 3

Fall 2014

Coffee and friends – the perfect blend!



What could be more fun than connecting with friends over a cup of coffee? How about if the coffee is free, and really, *really* good? And how about if one of the friends gives the other a gift, one that's not only super cool, but also ends up saving them money?

If you've been a SUB customer for any length of time, you know where we're going with this. It's the time of year where SUB invites all our customers down to our main office for a free latte or other coffee drink, and hands out energy-efficient light bulbs.

It's a uniquely SUB event, where we stop to honor the convergence of national Public Power Week and national Customer Appreciation Week by celebrating SUB's low rates and our supportive, involved ratepayers.

So how do you join the party?

Just come on down to SUB's Main Office at 250

A Street and you'll be served a free coffee drink by the good folks at Café Mam, known for their excellent, organic coffee and buzz-worthy customer service.

After you've got your drink, amble over to SUB's Board Room to pick up your three free compact fluorescent light bulbs.

These twisty little bulbs are great for table lamps and drop bowl fixtures, and are super energy-efficient.

What's new this year?

Each weekday during Public Power Week, 20 lucky customers will find a "golden ticket" in their CFL packages, which will entitle them to an LED light bulb. LED lights have been around for a while, but have just recently become more widely available for home use. They are ultra efficient, last a long time, and are perfect for landscaping, cove lighting, steps and cold weather. Many LEDs are fully dimmable as well.

We'll also have a special Facebook promotion for those who like to connect online. Just log into Facebook and find us at '*SUB Customer Appreciation Week*' to see all the fun things afoot.

The Bottom line?

"Community-owned utilities like SUB not only keep rates low, they also make sure that funds stay local. That's different from investor-owned utilities where the goal is profits, which go into the pockets of out-of-town shareholders," says Jeff Nelson, SUB's general manager.

So take a moment to come on down for a cup of coffee and let's celebrate fall together!

Note: Coffee is for everyone but free light bulbs are limited to residential customers with proof of a Springfield address. No landlords or businesses please.

Customer Appreciation Week
October 6 – 11
Monday to Friday, 8:30 – 1:30
Saturday, 9:00 – noon
What: Free coffee drinks,
energy-efficient lighting & smiles





In honor of back-to-school time, here's a pop quiz.

Over the course of a year, what uses the most electricity in your home?

- A). Water heating B). Space Heating
- C). Space Cooling D). Lighting E). Electronics

If you are like most SUB residential customers, the answer is B, with the biggest electricity use in your home going toward space heating in winter.

Okay, so you probably thought that was a pretty easy quiz. But that's the point. Saving money on your wintertime heating bill doesn't take genius!

It really just comes down to two common-sense factors: heat your home efficiently, then refuse to let the air you just paid to heat leave your house! Let's take a look:

For a list of low or no cost ways to save money on your electric bill, visit www.subutil.com or call SUB's conservation experts at 541-746-0963.

Got ceiling heat? We don't know why home builders thought this was a good idea, either. But if you've got it, you probably want to get rid of it. Even other electric heating systems, like wall, baseboard, and even forced air furnace heating, can't compare to today's gold standard of efficient heating – the heat pump. Yes, they involve an upfront investment, but SUB has both cash-back and zero-percent

loan programs to choose from that makes it all that much more affordable. You can choose also from

traditional whole-house ducted heat pumps, or the very popular ductless heat pumps, which are less expensive and don't require invasive ductwork. It's worth a call to SUB to find out if this is a good choice for you!

Weather strip – Doesn't matter if you rent or own, if you're looking to save money on your wintertime electric bill, start here. It's easy to know if you need weather stripping - just stand in front of your doors and take a giant step back. Can you see light around the bottom or sides? Then you need to weather strip. Luckily, it's easy and economical!

Insulate – This is energy-savings 101 for homeowners – think of it as a giant comfy sweater for your home. And don't let money stand in your way. SUB offers financial help in the form of rebates or zero percent loan programs for electric-heat homes which covers a significant portion of the cost. And for qualifying lower-income homeowners, some programs cover the full cost. Still not sure? SUB's experts are ready to walk you through the energy savings, so you can see exactly when your investment will pay off. Those are real dollars you can keep in your pocket, so start now!

And don't forget – good habits and common sense go a long way toward reducing wintertime heating bills. Use programmable thermostats or manually turn heat down when you aren't at home or are sleeping. Keep drapes and blinds closed at night to retain heat. Close off rooms you don't use. Turn off lights and electronics when they aren't in use.

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.



David Willis
Position 1
Term exp. 12/31/16



Virginia Lauritsen
Chair, Position 2
Term exp. 12/31/14



Tom Draggoo
Position 3
Term exp. 12/31/14



Ken Boyst
Position 4
Term exp. 12/31/14



Pat Riggs-Henson
Vice-Chair, Position 5
Term exp. 12/31/16

Fighting the Cold War

Rain showers. Wind storms. Frigid temperatures. Ice.

These are the weapons winter wields as it goes berserking through Springfield each year.

Unsurprisingly, sometimes the result is a power outage. Sometimes it's a frozen pipe. Sometimes it's higher than average electricity bills.

Luckily, fighting back is mainly a matter of strategy and preparation, and SUB is here to help you manage with your battle tactics.

Water pipes: Prepare – or despair and repair

They don't call them cold snaps for nothing. Sometimes, cold weather sweeps down from the north and drops temperatures like a stone. That's when you'll feel good about having done your winter pipe prep – because frozen water pipes often lead to broken pipes, and broken water pipes are a huge hassle. Worse, they can cause a lot of expensive damage. Avoid it! Here's what SUB recommends:

- If you have an underground sprinkler system, then you also have (or should have!) a backflow preventer assembly. This important safety equipment keeps irrigation water from re-entering your home's drinking water supply, and it is vulnerable to freezing and breaking. Protect yourself and your investment by having your entire system drained and winterized!
- Disconnect outside hoses and cover faucets with inexpensive foam insulators available at most home-improvement stores.
- Insulate all pipes located in unheated areas, such as the garage and garden areas. Special heat tape can be used in particularly vulnerable areas. Ask about it at your local hardware store.
- Cover crawl space vents when temperatures dip below freezing. Remember to uncover vents when the weather warms up.
- If temperatures have dipped into the low twenties, it's time to turn on a small but steady stream of cold water at the inside faucet furthest from the water meter. Also, open cabinet doors below the sink to let warm air circulate around water pipes.

Prevention is best, but if your pipes freeze, visit SUB's website at www.subutil.com for more on what to do next.

Power outages: How to wait them out

Most winter power outages amount to nothing more than a nuisance – a blip here or a few hours there that send you scurrying around to reset all your clocks. But the ice storm last February is a good reminder of what can happen when Mother Nature decides she's not messing around. And although ice events are unusual, big wind storms happen with reasonable frequency in our area, and often cause enough widespread damage that getting power back online can take time.

So be ready. Gather up a few basic supplies and you'll be in good shape as SUB crews restore power. What will you need?

- Flashlights and extra batteries. Remember to keep a flashlight in your car in case you're coming home to a dark house.
- At least one gallon of water for each person in your house. And remember to plan for pets as well!
- Energy bars and other foods that don't need cooking. Don't try to cook with camp stoves indoors. Fumes can be dangerous!
- A phone that jacks into the wall. Cell phone circuits are often overloaded and phones that use electricity won't work – so having an old fashioned phone is the way to go if you want to stay in touch.
- A battery powered radio.
- If you have a smart phone, check-out SUB's website at www.subutil.com for outage updates.
- Sit tight – we'll be out working hard to get power restored!

Saving money on your bill

Check out the article on page two for energy conservation and efficiency tips that can save you money on your wintertime heating bill.

And remember, along with saving energy (and therefore money), another way to avoid the inevitable wintertime spike in heating costs is to sign up for SUB's Average Payment Plan (APP). This handy program averages out your utility bills so that you pay about the same amount each month. And when it comes to budgeting, predictable bills are a real plus! Enrollment happens in April and May of each year, but details are available now by going to our website at www.subutil.com and clicking on the customer service tab. You'll see information on the APP under the "paying your bill" section. And, of course, we'll remind you via an insert in your bill and another article in SUBreports when the time comes!



Watts Happening

It's 2015 budget time at SUB!

Plan to attend one of two public hearings, and get involved in your utility!

Two hallmarks of well-managed public utilities are responsiveness to its ratepayers and transparency in its processes.

So when SUB's Board of Directors heard last year that some customers wanted more opportunities to comment on the utility's budget, staff was directed to create an expanded procedure to ensure interested ratepayers could provide additional input.

Historically, SUB's Budget Committee, comprised of SUB's five-member elected Board and six Board-appointed ratepayers, meets several times in late summer and fall to provide input to SUB management on long-term capital plans and the budget for the upcoming year. A budget is then presented to the ratepayers via a public hearing later in the year. If no substantial comments are received, the Board deliberates during the public hearing and votes on the budget.

This year, along with the Budget Committee's work, two public hearings are scheduled on the proposed 2015 budget. This will allow ample time for customers to review the draft budget and to provide input that can be fully considered by the Budget Committee before a final proposed budget is created. Penciled into the budget are two proposed rate increases for next year as reviewed with the Budget Committee in August – 9.5% for water to help cover capital expenses due to infrastructure upgrades, and 5.6% for electric to help absorb higher costs from SUB's wholesale power provider, the Bonneville Power Administration. Budget documents are available on SUB's website at www.subutil.com

So mark your calendars. The first of the two public hearings on the 2015 proposed budget is scheduled for October 8, and will start at approximately 7:00 pm in SUB's Board Room at 223 A Street, Suite F.

After comments are reviewed by the Budget Committee, a second public hearing will be scheduled, likely during the regular Board meeting on either November 12 or December 10.

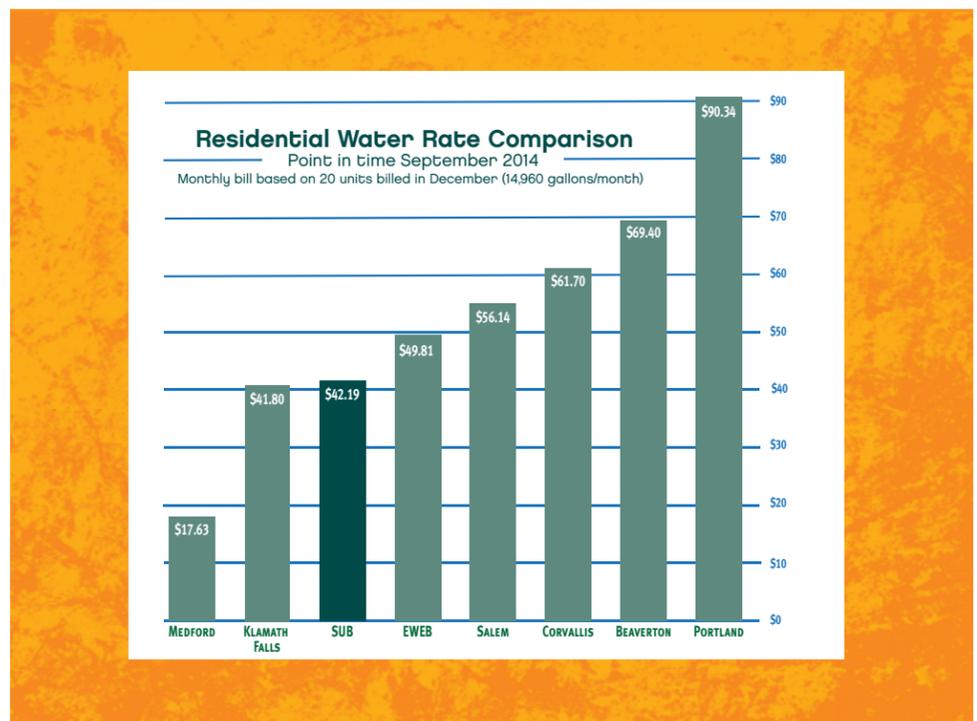
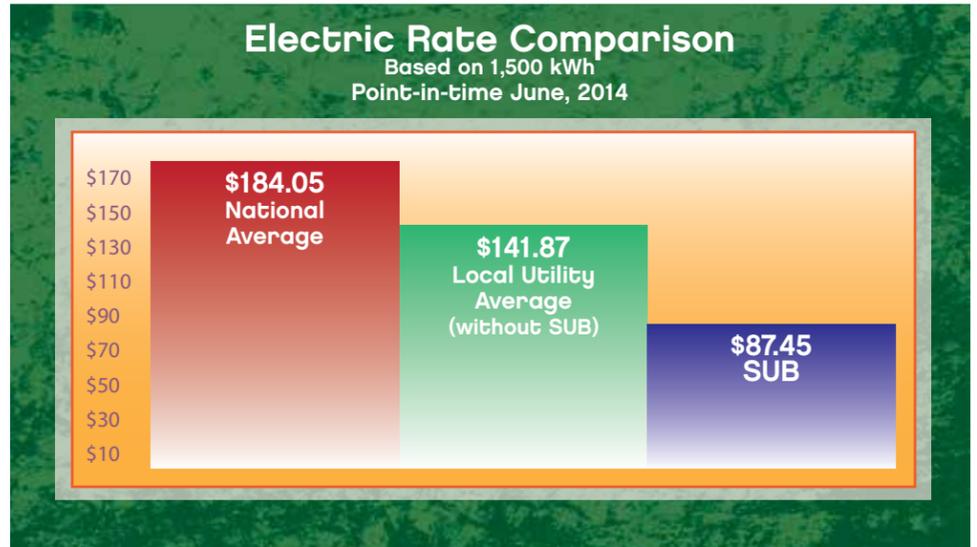
A decision on the 2015 budget is expected after the conclusion of the second public hearing.

SUB will notify customers of the exact date of the second public hearing via the bill message area of their bill, and on its website.

There is no substitute for ratepayer involvement in the utility they own, and SUB encourages participation!

SUB rates are low

Our average residential customer pays nearly \$430 less annually for electricity than other consumer-owned utility customers in Lane County!



Note: SUB water rates are for water DELIVERED TO your home.

Water that goes down a drain or that is piped away from your home – that is, sewer water and storm water – is managed by the city. Those rates are different and are set by the City of Springfield.

As a service to our community, SUB serves as a billing agent for the city so that citizens need only write one check.

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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Springfield Utility Board
P.O. Box 300
250 A Street
Springfield, OR 97477

