

SUBreports

Volume 14 Issue 1

Spring 2015

Emergency Essentials



Turn your home into a mini water reservoir!

At SUB, we're always thinking about water – how to get it, protect it, purify it, store it, and, of course, how to get it to customers.

All that thinking and planning results in a system so reliable, most people don't stop to consider what being without drinkable water would be like.

But water service can get interrupted, sometimes by a natural or manmade disaster. By their very nature, emergencies are unpredictable and rare, which makes preparing for them something that can fall to the bottom of many homeowners' to-do lists.

That's why SUB has joined with the American Red Cross and other local agencies to encourage a 'culture of preparedness' among its customers. Starting with the most essential of the essentials – water – seems a good place to start.

To aid in that goal, SUB has purchased a limited number of rugged three-gallon containers specifically created for long-term water storage.

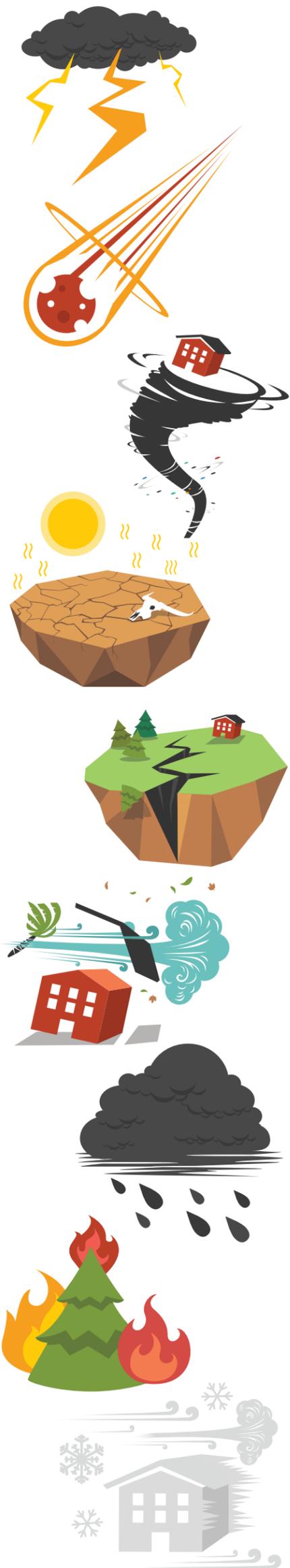
SUB customers can enter a drawing to purchase up to two of our stock of 600 bottles, which retail for about \$20, at the discounted price of just \$5 per bottle, with all proceeds donated to the American Red Cross to promote emergency preparedness.

All SUB customers who enter by April 15, 2015 are eligible for the drawing. Contest entry forms were sent in bill statements during March, but if you missed it, just send an index card to SUB at PO Box 300, Springfield, OR 97477 with your name, account number, service address and phone number by the deadline, and we'll make sure you are included in the drawing.



Those whose names are drawn will be contacted by letter and will be given further instructions. Distribution will begin during Drinking Water Week, coming up May 3 – 9.

If your name isn't drawn, remember that there are other safe, inexpensive ways to store water for emergencies. Just visit www.redcross.org for more information.



Poof!

Make your utility bill disappear in minutes



Nope, it's not magic – unless you count the magic of technology, that is. By taking just a few minutes now to sign up for SUB's electronic billing program, you can vaporize your utility bill while a whole host of benefits materialize:

Less clutter: Do you have a corner of the kitchen table or desk that seems to attract bills and other mail? Registering your account online means you'll have one less piece of mail to stack on the pile.

Custom reminders: As a registered online account holder, we'll not only send your bill via e-mail, we'll also remind you when it's due. Of course, you control which e-mail alerts you receive.

Details at your fingertips: Curious about how this month's bill compares to last month's, or to the same bill a year ago? Customers with online accounts can access their account information anytime, and can view 18 month's worth of previous statements.

Choices: Once you've experienced the ease of having an online account, you may wish to think about paying your bill electronically as well. SUB's Auto Pay program saves you from writing a check, saves a stamp, saves a bunch of hassle – and it's as easy as providing SUB with a voided check. Ask any of our customer service reps for details or download a sign up form on our website at www.subutil.com

So, we promised it would be easy – and here's the proof. Grab your current SUB bill statement, sit at your computer and go to SUB's website at www.subutil.com.

- 1) Click on the "Access Your Account Online" link in the "How To" box on the bottom right.
- 2) A note for XP users appears. Just click "Continue to Online Accounts."
- 3) When the Online Accounts page comes up, click on "Register Account."
- 4) Type in your account number (located at the top right of your utility bill).
- 5) Type in the phone number you have associated with your SUB account. (Don't remember? Call us at 541-746-8451 during business hours and we'll tell you!)
- 6) Locate the Manage Your Account option and click on Paperless Billing.
- 7) Choose a password and provide an e-mail address you'd like SUB to use when sending out your bill.

Congratulations! You've just obliterated your utility bill!

**Sign up now to
access your
account online!**

MEET the Board

SUB's water and electric 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
Position 2
Term exp. 12/31/18



John DeWenter
Position 3
Term exp. 12/31/16



Ken Boyst
Vice-Chair, Position 4
Term exp. 12/31/18



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

Make Spring Safety a Breeze!

If the fine weather is calling you outside for yard and garden duty, take a few moments to review the following safety tips. A little planning and precaution will keep you, your family and our community safe!

Tips for staying safe around electricity

Call before you dig

Homeowners often make risky assumptions about whether they should get their utility lines marked, but every digging job requires a call – even small projects like planting trees and shrubs. The depth of utility lines varies and there may be multiple utility lines in a common area. Digging without calling can disrupt service to an entire neighborhood, harm you and those around you and potentially result in fines and repair costs. Calling 811 before every digging job gets your underground utility lines marked for free and helps prevent undesired consequences.

Look up and look out when using ladders

Ladders are the quintessential homeowner tool, but using them outside requires special consideration. Remember, it's **NEVER** safe for **ANY** ladder to come into contact with a power line. Metal ladders, of course, conduct electricity very efficiently. But water is a good conductor, too. That means any moisture on (or in) wood or other materials can conduct electricity. Don't rest ladders on power lines, and when carrying them around, look up to be sure you won't accidentally come into contact with one.

Be cautious with power tools

Never work with electric power tools in wet or damp conditions, and be sure that extension cords are in good shape and are the proper size for the electrical current capacity of the tool. Unplug tools if you aren't using them and be sure to supervise children who are in the area where you are working.

Educate kids about safety hazards

Many neighborhoods have green utility boxes (which are actually pad-mounted transformers) at ground level, and although they are safe to be around, vandalism, careless landscaping and other causes could create a hazard. Be sure to tell kids not to play around utility electrical equipment and if you notice any damage, call SUB at 541-746-8451 immediately.

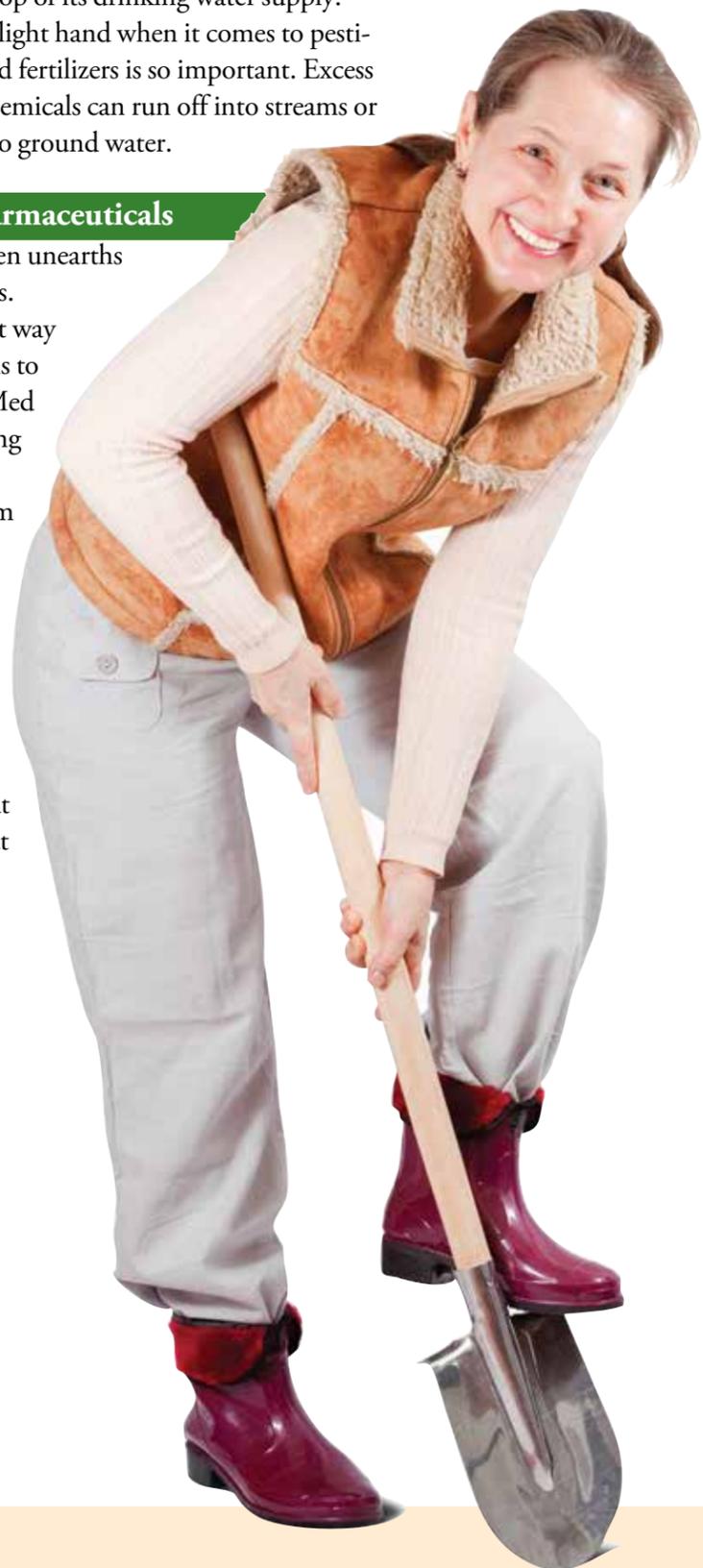
Tips for guarding our water supply

Use a light hand with garden chemicals

Are you getting ready to fertilize? Remember that Springfield sits on top of its drinking water supply. That's why using a light hand when it comes to pesticides, herbicides and fertilizers is so important. Excess lawn and garden chemicals can run off into streams or eventually leach into ground water.

Don't flush pharmaceuticals

Spring cleaning often unearths expired medications. Remember, the best way to dispose of them is to deposit them in a Med Return box. Flushing medications down the toilet sends them to the wastewater treatment plant, and eventually to our waterways. There are two Med Return boxes in Eugene, and one in Springfield at the Justice Center at 4th and A Street.



Stabilize Your Utility Bill!

It's easy with SUB's Average Payment Plan

Included in your April bill statement is a sign-up form for SUB's Average Payment Plan (APP). This program allows customers to smooth out their utility payments so that they pay about the same amount every month. Without the plan, your utility bills will likely be quite a bit higher during the winter heating season, just when the holiday season is stretching your wallet.

To qualify, you must have been at your current address for at least one year, and your account must be paid in full. That's it! Enrollment for this popular program ends June 1, so be sure to get your application in. Customers who have registered their account can visit our website at www.subutil.com and sign up online! (And if you haven't registered your account, it's easy and fast! Just see page two for details.)

If you'd like more details, please call SUB at 541-746-8451.

Watts Happening

Notice of a Public Hearing

Proposed electric rate increase to be considered at April 8th Board Meeting

The second of two public hearings on a proposed electric rate increase will be held during SUB's regularly scheduled Board Meeting on Wednesday, April 8th. The meeting begins at 7:00 p.m. and will be held directly across the street from SUB's main office (250 A Street) in SUB's Board room.

The proposed electric rate increase is needed to pay for increased wholesale power costs from Bonneville Power Administration, SUB's power supplier. Power costs represent nearly 66% of electric utility costs. The increase is expected to be either 3.0% or 4.6% overall, which corresponds to a monthly increase of \$1.76 or \$2.78 respectively for residential electric customers. If approved, the new rate will be effective on billing statement rendered on or after May 1, 2015.

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



SUB welcomes new Board Member

SUB is pleased to welcome John DeWenter to its Board of Directors. John was recently selected by the Board to serve out the remaining term left vacant by Tom Draggoo, who retired in February. John will be sworn into his position at the April 8th Board meeting.

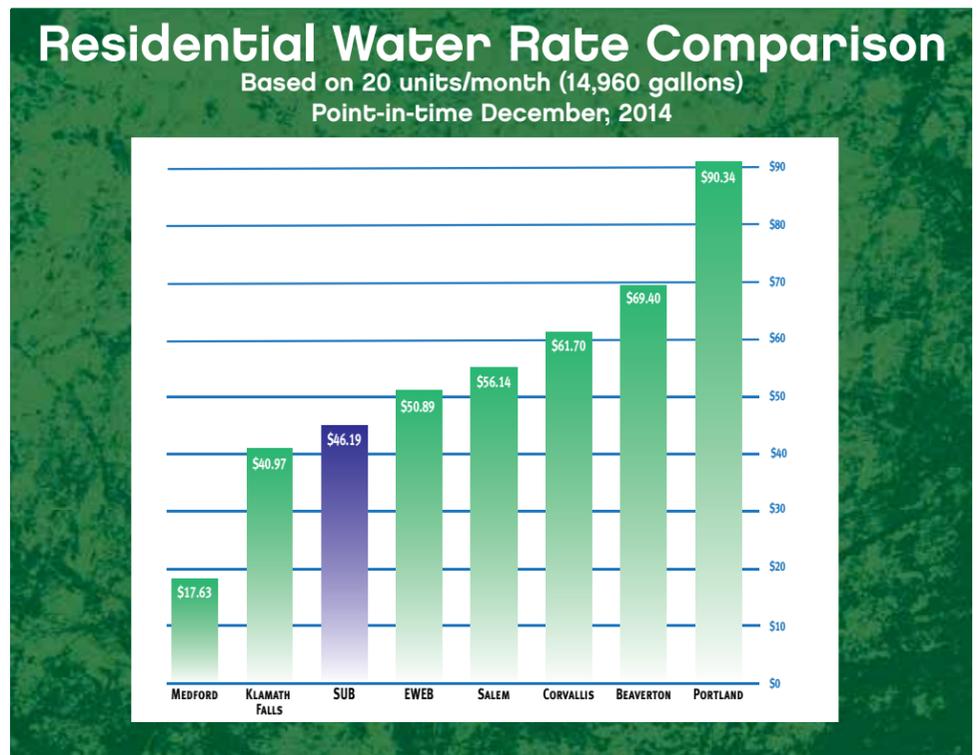
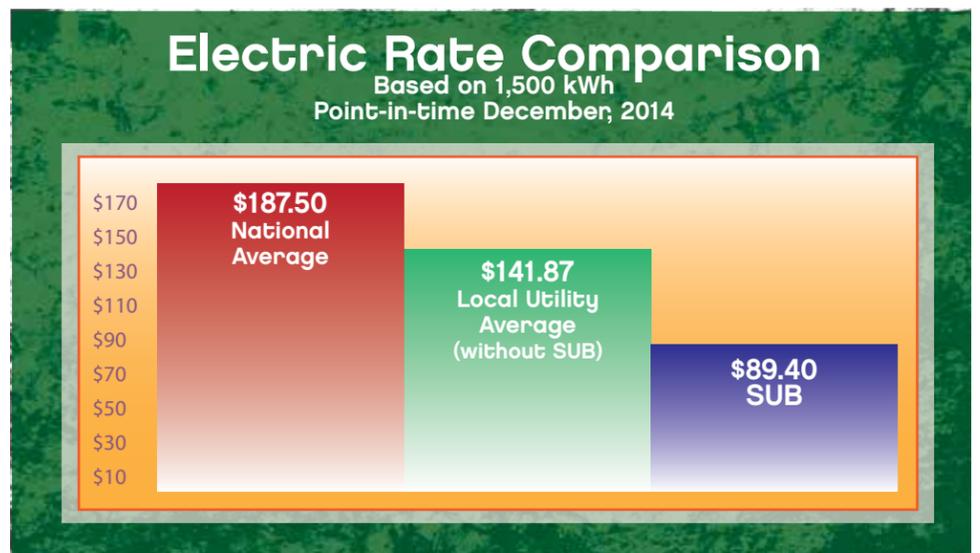
A retired attorney, John has lived in Oregon for much of his life, and in Springfield for the past 40 years. Along with owning his own law practice, John served as legal counsel to the state senate's Committee on the Judiciary and as Deputy District Attorney in Multnomah County. He is also a decorated veteran, having been awarded the Bronze Star for service in Vietnam.

In Springfield, John has dedicated much of his time and leadership skills to the community, serving on the Board of Directors for many local agencies and companies, including the Springfield Academy of Arts and Academics, PacificSource Health Plans, Springfield Education Foundation, McKenzie-Willamette Medical Center, and the Springfield Chamber of Commerce.

"Many Springfielders don't realize that SUB Board members serve without pay, making them some of the most hard working volunteers in our community," says Jeff Nelson, SUB's general manager. "We are thankful to have such a dedicated, diverse Board guiding the utility's policies."

SUB rates are low

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



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.

ECRWSS

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Springfield Utility Board
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