

A report on activities of interest to SUB customers

# SUBreports

Volume 16 Issue 2 Summer 2017

## EXILE yourself to Island Park

Join Springfield Utility Board as we celebrate the 14<sup>th</sup> annual Light of Liberty celebration and fundraiser out in beautiful Island Park this July 4<sup>th</sup>! It's a family-friendly day of music, food, fireworks and fun, all for just \$5.



### Gotta Dance?

This year, SUB welcomes country rock stars EXILE to the main stage. The band started their career on the pop side, with their 1978 mega hit *Kiss You All Over*, which spent more than a month at number one in the late seventies. The band found lasting gold on the country rock charts, where they belted out a string of nearly a dozen number ones, including *She's A Miracle*, *Woke Up in Love*, and others.

Opening for EXILE are local favorites Etouffee performing swamp rock fun, and Jet Harris and his Hotrod Hellcats, who will get you on your feet with high-energy rockabilly rhythm-and-blues.

### Got Kids?

Then Light of Liberty is the place for you. With fully half of Island Park dedicated to a giant

kids area, we've got pony rides, balloon twist-ers, carnival games, obstacles course, fabulous magic, demonstrations, music, crafts and exhibits, all aimed at keeping your little ones entertained before fireworks light up the sky. Best of all? Once in the park, all kids activities are free.

### Got a desire to help?

Remember, SUB donates every penny of your admission to Project Share, a fund that helps low- and fixed-income Springfielders with wintertime heating emergencies.

So grab a beach blanket, kick off your shoes, and drink in some summer fun over at Island Park this Independence Day. We'll save a spot for you!



### SUB's 14<sup>th</sup> annual Light of Liberty Celebration

Tuesday, July 4<sup>th</sup> at Island Park, Springfield  
Gates open at 4 pm

Tickets - \$5 in advance at SUB and both Jerry's  
Home Improvement Center locations  
\$8 at the gate

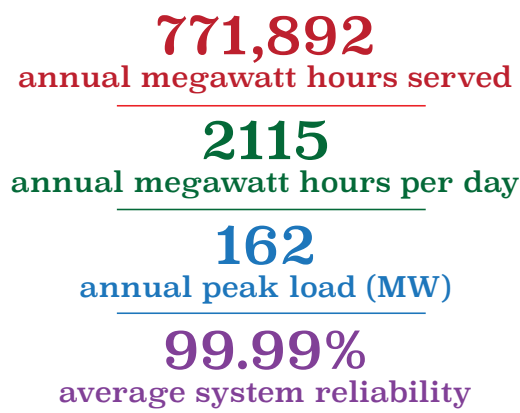
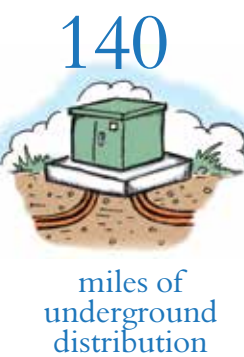
See insert for details or go to [subutil.com](http://subutil.com)



# How well do you know your water and electric utility?

SUB recently took top awards for its water and electric utilities (see article, page 3). These infographics provide a snapshot of these services. Take a look, and get to know more about how SUB gets reliable power and healthful water to tens of thousands of homes and businesses daily!

## Springfield Utility Board's **Electric Service** • by the numbers •



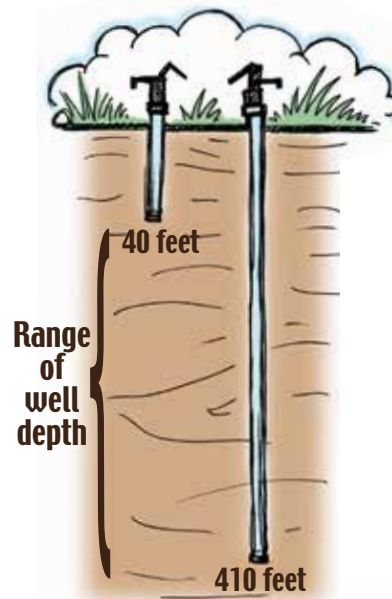
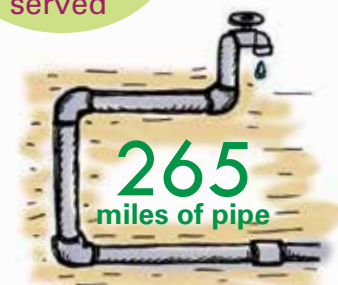
SUB is a Bonneville Power customer and it's resources are **95%** greenhouse gas free

## Springfield Utility Board's **Water Service** • by the numbers •

In Springfield, we live on top of our drinking water supply, so help protect our precious resources! Visit [subutil.com](http://subutil.com) for more info.



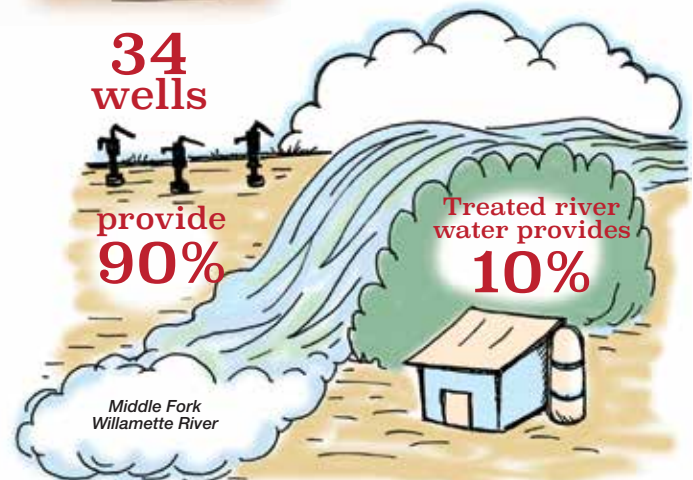
**20,083** homes and businesses served



**3 Billion** gallons of water served annually

**8 Million** gallons per day (average)

**23 Million** gallons per day peak capacity



of SUB's drinking water

## 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**  
Chair, Position 1  
Term exp. 12/31/20



**Virginia Lauritsen**  
Position 2  
Term exp. 12/31/18



**John DeWenter**  
Vice-Chair Position 3  
Term exp. 12/31/18



**Michael Eyster**  
Position 4  
Term exp. 12/31/18



**Pat Riggs-Henson**  
Position 5  
Term exp. 12/31/20





Electric Service Center line crews work as a team to deliver safe, reliable power.

## SUB takes national and state awards for utility services

Thanks to modern marketing, we're conditioned to believe that the amount we pay for something is directly related to the quality of that product.

That's why SUB, which offers some of the most affordable residential electricity rates around, is proud to share that we've earned the American Public Power Association's (APPA) Reliable Public Power Provider (RP3) program's Diamond designation.

APPA confers their RP3 designation based on evidence that utilities use best practices in each of four critical areas: reliability, safety, workforce development, and system improvement. By achieving high scores across all criteria as determined by a panel of industry experts, utilities can achieve one of three levels of distinction: gold (80 – 89%), platinum (90 – 97%) and diamond (98 – 100%).

SUB is currently the only consumer-owned power utility in Oregon to claim Diamond status, APPA's highest designation, having earned it with an amazing score of 99.5%. SUB also received a diamond status during its last designation cycle in 2014.

"This national recognition of our community's efforts is gratifying," says Jeff Nelson, SUB's general manager. "It shows that with a talented workforce, responsible fiscal management, and adherence to best practices, we can deliver an excellent product to our customers while keeping rates affordable."

Of course, electric service is only half of what SUB delivers to customers daily. We are also the city's water purveyor, and are happy to announce that we've received an Outstanding Performer award through the Oregon Health Authority, which regulates state public water systems.

The award is given to water utilities that have shown excellence in providing safe water to the public, as evidenced via an on-site review of the water system's sources, treatment, storage facilities, and distribution system, as well as its operational and maintenance procedures, its monitoring program and overall management.

SUB's water also took the top honor for "Best Tasting Water" at the annual Pacific Northwest Section conference of the American Water Works Association.

After a blind taste-test of water from eleven difference area water providers, judged by professionals in various water-related fields, SUB water walked away with the bragging rights.

"Healthful water and safe, reliable electric service form the backbone of a community," says Jeff. "Congratulations go out to our customer-owners. SUB's achievements cannot be made without your support. Thanks for letting us serve you."

**"Thanks for letting us serve you!"**



Water Service Center construction crews end a long day working on Franklin Blvd.



# Watts Happening

## Summertime Q & A

When the weather changes, so does energy and water use. Here are some of our customers' most frequently asked questions, answered by the experts in SUB's billing department:

### Are summer water rates in effect?

Yes, summertime water rates went into effect on bills rendered on or after June 1. For most residential water users inside the city limits, a unit of water (748 gallons) is \$1.94, up from \$1.897 during non-peak seasons. This price signal helps SUB manage water supply and demand during the heavy use that comes with warmer temperatures. Full rate schedules can be found on SUB's website at [www.subutil.com/rates-and-policies/water-rates/](http://www.subutil.com/rates-and-policies/water-rates/)

### I want to fill my pool. Is it going to cost a fortune?

Using the pricing above, which applies for most of Springfield, a 9,000 gallon pool (about 20' diameter and 4' deep) would run about \$23 to fill.



### I'm about to set up the trampoline for summer. Where should I place it?

Okay, so this is a question we wish more customers would ask! Please keep the location of your water and electric meters in mind before setting up pools, trampolines, big planters or other hard-to-move items. If they block access to meters, you'll need to move them, so it's best to address this one before filling the pool or potting up that big tree!

And as much as we all like blackberries, please check to see if they've grown near meters. SUB needs three feet of clearance on all sides to efficiently read meters.

### My water bill seems high. What's going on?

Leaks are often the culprit here, especially in sprinkler systems that have been dormant for many months. Heads may be broken or misdirected. If you have your sprinkler programmed to come on before you wake up, you might not be seeing the problem.

### My electric bill seems high. What's going on?

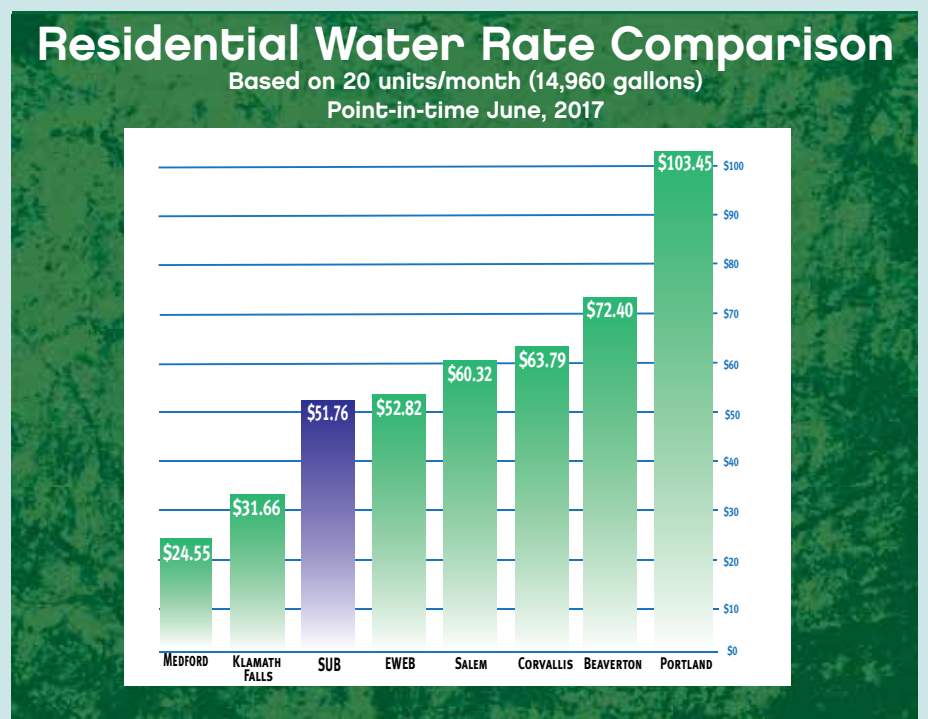
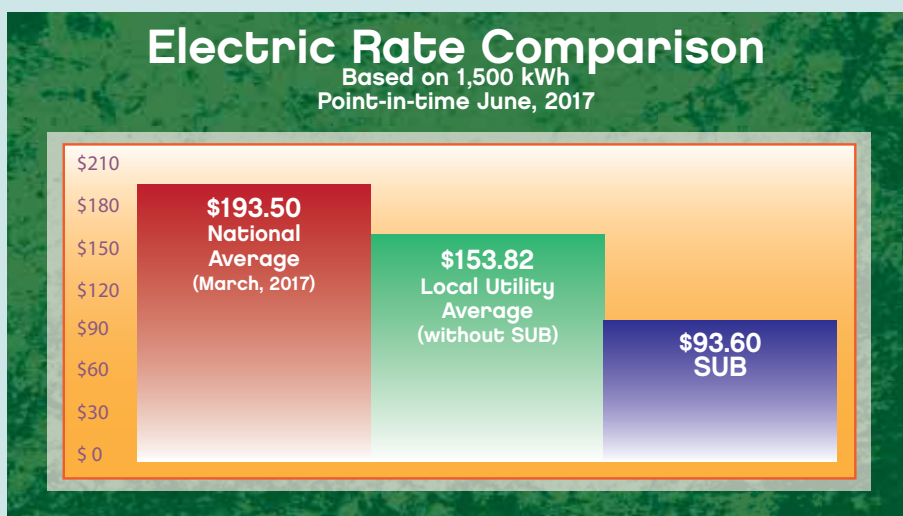
If you are in a home that still has ceiling heat (or baseboard heat without a shut-off on the thermostat) remember to turn your heat off *AT THE BREAKER*. If you've only turned down the thermostat, your heat may still come on when you turn on your air conditioner or open the windows at night.

### I know there are low cost and free things I can do to keep my electric bill low. What are they?

Definitely browse our website at [subutil.com](http://subutil.com) for an exhaustive list, but good practices include checking your ducts and vents to be sure they are blowing cool air. If not, you may have a problem with your ducts or A/C. Also, if your refrigerator has exposed coils at the bottom, be sure to clean them so it runs efficiently. Do you have an extra fridge or freezer in the garage? Remember to check that one, too! Cleaning out your dryer's exhaust vent is important as well, for both energy efficiency and safety.

## SUB rates are low

Our average residential customer pays nearly \$618 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.

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