

# SUBreports

Volume 17 Issue 3

Autumn 2018



## You're about to have a really great week, Springfield.

Yes, it's that most wonderful time of year, when the leaves turn, the kids go back to school, and Springfield Utility Board officially thanks you, our customers, for lighting up our lives ... by lighting up yours.

Just come by SUB's main office during Customer Appreciation Week, the second week in October, and let us serve you a delicious **FREE** latte or other coffee drink, and hand you a **FREE** LED lightbulb.\*

While sipping your carefully crafted beverage, take a moment to look over the savings you'll get by replacing a traditional 60-watt incandescent light bulb with your new 9-watt LED. It puts out the same light, lasts as long as 25 regular bulbs, and the cost to use it is about \$12 over the life of the LED at SUB's rates, versus \$83 for less-efficient bulbs.

Whether you are a veteran of "coffee week" or new to the fun, here's what to know:

- As usual, coffee service this year will happen across the street from SUB's main office at 250 A Street, with delicious lattes, hot chocolate and brewed coffee provided by the good folks at Café Mam, a local roaster of organic coffee, known not only for a great cup of joe but fabulous service. Hours are 8:30 to 1:30 weekdays, and 9:00 to noon on Saturday.
- Looking for your LED? Just follow the signs to our Board Room, just steps away from the coffee service. We'll be there to help you!

"We've been hosting Customer Appreciation Week for decades," says Jeff Nelson, SUB's general manager. "In a world where so much gets done online, this is a chance to meet customers and talk in person. There's no substitute for that."

So join us for a week when we pour out our latte-tude: gratitude delivered over a fancy cup of coffee. You deserve it Springfield!

*\* Coffee and cocoa are for everyone, but free LEDs are limited to one per residential customer with proof of a Springfield address. No businesses, please.*



### SUB's Customer Appreciation Week

October 8 – 13

Monday – Friday, 8:30 am – 1:30 pm

Saturday, 9:00 am – noon

Across From SUB's main office  
(250 A Street)

# Fiber to your home or business: SUB's next step

by Jeff Nelson, SUB General Manager

Next-generation broadband is an engine for economic growth and community development. That's why SUB is working with local partners to establish state-of-the-art broadband telecom services in Springfield via STEP, the Springfield Telecommunications Enhancement Project. The goal of STEP is to leverage public assets — in this case, SUB's unlit fiber optic network — to enhance private competition. **And I'm glad to say, we're making progress.**



significant investment. SUB wants to remove that cost barrier — with the larger goal of making all internet service providers more competitive and reliable. By owning the infrastructure, SUB maintains long-term control of the infrastructure to the premises, and can ensure it is used in the public's interest. This includes promoting opportunities for companies to compete for its use, which should result in lower prices and improved service.

Very soon, the first neighborhood in Springfield to receive high-speed internet service via this new public-private partnership model will go live. The neighborhood is called a "connected cluster" because a number of homes are "clustered" near an access point. Our "test-case" neighborhood will receive broadband internet services from XS Media, an internet service provider (ISP) leasing space on SUB's network and extending the fiber connections to individual homes that sign up for service. XS Media was chosen as the provider after responding to a publicly available Request for Proposal.

This marks the first time a municipality has extended Fiber-to-the-Premises (FTTP) in Lane County. If successful, we anticipate this model will open up broadband access to many more neighborhoods.

## How does it work?

Based on the process recently approved by SUB's Board of Directors, any ISP licensed to do business in Springfield can submit an application to serve a particular neighborhood, as long as the neighborhood is within the City limits and is electrically served by SUB. If approved, the ISP will design and construct the necessary infrastructure to serve the cluster and will have ten-year exclusive rights to provide services using that infrastructure. As part of the agreement, SUB will repay the ISP for the construction so that the utility owns the cluster infrastructure.

## Why does SUB want to own the fiber extension?

Extending FTTP to the home or business requires a

## Will SUB be my new internet

### provider?

No, SUB doesn't provide internet services. We are making our unleased fiber strands available to ISPs licensed to do business in Springfield. The ISP takes on the responsibility of extending fiber to homes and for providing the service.

### Can I sign up?

First, new clusters need to be identified so ISPs know where customers have interest. They can then evaluate whether it makes financial sense to extend services. The more interest, the more that becomes a possibility. Soon, you'll be able to go to SUB's webpage at [subutil.com](http://subutil.com) and indicate your interest by typing your address into our "interest map."

### What about business access?

Businesses have always been able to fund "last mile" extensions from our fiber network to their offices. However, the costs to construct connections can be significant. To encourage businesses and building owners to consider expanding broadband services, and thereby increasing our community's desirability as a workplace destination, SUB's Board of Directors is looking into ways to provide attractive financing packages for SUB-owned or property-owner owned FTTP. We want to support those entrepreneurs who invest in the vitality of our community.

Stay tuned for more. And if you are a business or building owner interested in learning more, please reach out to SUB.

## 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 at 6 p.m. on the second Wednesday of each month in SUB's Boardroom, across from our main office. The public is invited and encouraged to participate in these meetings.



**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

# Winter's Most Wanted

High bills. Destructive water damage. Dark, cold homes. When it comes to winter weather, there are plenty of culprits out there, targeting our comfort and our wallets. Keep an eye out for these ne'er-do-wells, and foil them with a few easy-to-follow tips. Best, there's a reward! You'll save money, be more comfortable in your home, and keep yourself and your family safe.

## WANTED

for inconvenience



### POWER OUTAGES

*Accomplices:* Tree branches, animals, windy weather, car accidents

*Nemesis:* An outage kit

*If spotted:* Hunker down using the items in your outage kit. Know that SUB is working to restore power! Turn on an outside light so SUB will know your power is back.

## WANTED

for high bills, uncomfortable homes



### COLD DRAFTS

*Accomplices:* Cracked or missing insulation

*Nemesis:* A trip to the hardware store

*If spotted:* Replace weather stripping around doors, place foam gaskets behind outlets, caulk around windows, use expanding foam to fill holes smaller than a quarter inch.

## WANTED

for property damage, flooding, high bills



### FROZEN PIPES

*Accomplices:* freezing temperatures lasting more than a few days

*Nemesis:* Prevention

*If spotted:* Act quickly to thaw the pipe. Prevent future problems by wrapping exposed pipes in heat tape and covering outside hose bibs with foam protectors.

## WANTED

for energy waste, dark rooms



### INEFFICIENT BULBS

*Accomplices:* Dark lamp shades, dusty bulbs

*Nemesis:* LEDs, task lighting

*If spotted:* Replace with LEDs. Today's models are efficient, come in many lighting colors and with many features. Up-front costs are coming down, and you'll save money over time.

## 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.



Springfield Utility Board  
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250 A Street  
Springfield, OR 97477

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US POSTAGE  
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EUGENE OR  
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POSTAL CUSTOMER

ECRWSS

## Watts Happening



### That's not us calling

When you get a call from someone threatening to shut off your power, it's likely to get your attention, whether you are a homeowner or a business owner. And if you aren't sure about your bill's status, you might even pay.

Not so fast. Even if the call looks like it's coming from SUB, that may not be us on the phone. And if the person is threatening you, or if you feel intimidated or bullied, it's **DEFINITELY** not us.

If you are behind on a payment, SUB will work with you. We have a very formal process that means while disconnections happen, they never come out of the blue.

So how can you tell if you're being conned by a scam artist? Usually the caller wants you to send money – quickly, and in a very specific way. They may say the only way to pay is by wiring the money or by using a prepaid card. That's because scammers want your money, but they also want to stay hidden.

### Here are a few ways to protect yourself and your community:

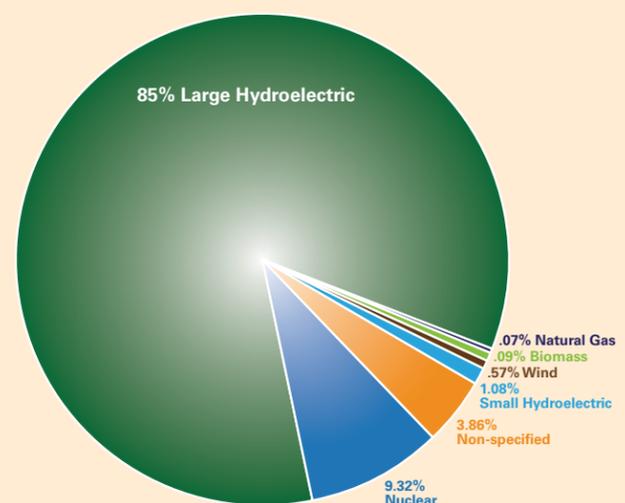
- Make sure you're really talking to SUB. Trust your gut. If someone is pressuring you, be suspicious. If you have doubt, hang up, locate a past bill and call the number you see there (541-746-8451). Don't even trust a Google search for our number. It's rare, but clever scammers can force a fraudulent number into your search results.
- Never wire money or send the number from a prepaid card to someone you don't know. Once you do, you cannot get your money back.
- Let SUB know if scammers are calling. These are often organized operations that make calls in batches. The earlier we know something is going on, the quicker we can get a notice onto Facebook (which we encourage customers to share) and onto the front page of our website, alerting customers to scammer activity.

### Two friendly reminders about your sewer charges

Although you see sewer charges on your SUB bill, those services are actually provided by the City of Springfield. SUB includes them on your bill as a courtesy so you only need to make one payment. If you have questions about your sewer bill, please call the City at 541-726-3696.

The City of Springfield calculates your sewer bill based on how much water you use during winter and early spring (November through April), a time when most households use less water. That means you can save money later by conserving water now. It's especially important to stay on top of water leaks in your home – a leaky toilet could make it seem you are using more water than you are. Don't let water and money go right down the drain.

### Where SUB's power comes from



### Electric Rate Comparison

Based on 1,500 kWh  
Point-in-time August, 2018

