

A report on activities of interest to SUB customers

SUBreports

Volume 14 Issue 3 Fall 2015



Who's Ready for Customer Appreciation Week?

When the days grow shorter and colder, what better way to show SUB's customer-owners how much we appreciate their support than by making those days brighter and warmer?

How, you say?

Just come across the street from SUB's main office during our annual Customer Appreciation Week and we'll put a warm coffee drink and an energy efficient light bulb in your hands.*

Free, of course. Because that's how we do it here at SUB.

"We live in a fast paced, forward-looking world," says Jeff Nelson, SUB's general manager. "And that's why SUB loves a good tradition.

It reminds us to stop and think about where we came from, and the values that made us successful. 'Trust. Tradition. Service.' isn't just our motto, they are words we try to live by every day. Thanks to our owners, who are our customers, for the opportunity to serve you."

So how do our customer-owners get in on this decades-old tradition?

Make sure to come during the days and times noted in the box on the left. Coffee service happens across the street from SUB's main office at 250 A Street with delicious lattes, hot chocolate and brewed coffee provided by Café Mam – local, organic roasters known for their excellent coffee and fabulous customer service.

During coffee service hours, compact fluorescent light bulbs (CFLs) are distributed in SUB's Boardroom just a few steps away. After coffee service hours, just head through the breezeway to SUB's Conservation Connection, also across the street from SUB's main office.

And be sure to check your CFL package for a special "golden ticket" that will entitle **300 lucky customers** to a free, ultra-efficient dimmable LED light!

We have a few more fun surprises planned this year, including a special contest (see page two for details).

Bottom line? You don't want to miss out, because Customer Appreciation Week is always a hoot!

* Coffee and cocoa are free for everyone, but **free light bulbs are limited to residential customers with proof of a Springfield address.** Limit 3 CFLs per household. No businesses, please.

Customer Appreciation Week

• Free coffee drinks

• Free energy-efficient lighting

October 5 - 10

Monday to Friday, 8:30 – 1:30

Saturday, 9:00 – noon



Three cheers for Springfield's Academy of Arts & Academics teacher Shelley Albrich and the art students who gave up a sizable chunk of their summer to paint a sizable mural on the corner of Pioneer Parkway East and Main Street.

compelling, interesting and fun," says Jeff. "In the end we could only pursue one concept, but all the ideas were impressive. These are talented kids."

That chosen design was the brain child of an A3 sophomore. "She'd clearly done her homework," Jeff says. "From the beginning, she took a professional approach to the project."

Jeff says the student had gone the extra step of measuring the exact dimensions of the wall before creating her design, which took into consideration the building's unique architectural features. "She was also responsive to the design changes SUB requested, showing she understood how to work with clients."

But in the end it was her sweeping vision of Springfield that won the hearts of Board members and staff alike. "Her work honors the beauty of the area, and our hardworking commercial base. And Bigfoot," Jeff says. "Don't forget Bigfoot. I sometimes refer to him as SUBsquatch."

It's a bright, cheerful addition to the downtown landscape. Thanks to Shelley and all the A3 students who made this colorful mural happen for the people of Springfield!



The building before the A3 mural.

The SUB-leased building had a long white wall that, says SUB general manager Jeff Nelson, "was the perfect canvas ripe for painting."

Springfield is known for its commitment to public art, especially murals, which illuminate many of downtown's buildings. "We're proud to support Springfield schools in different ways beyond the \$140,000 annual grant SUB provides to Springfield Public School science programs," says Jeff. "Creative expression is just as important to our quality of life, and providing a real-world opportunity for student artists to practice their craft was a way to honor that."

The process included a design round where Shelley's art student conceived of and submitted sketches to a subcommittee of SUB's Board, who reviewed the ideas along with SUB staff members. "We were looking for something



Join the 'Squatch Watch during Customer Appreciation Week

And you could win \$100 off your SUB bill!

One of the fun things about SUB's new mural is the giant Sasquatch. He's been painted on metal doors so we can dress him up depending on the season, and our whims!

Visit SUB's facebook page at www.facebook.com/springfieldutilityboard each day during Customer Appreciation Week to see what our fashionable SUBsquatch had donned that day, then give us your best caption. Each caption enters you into our drawing for money off your SUB bill!

The grand prize is a \$100 credit on your SUB bill with five secondary prizes of \$20 credits. Not on FaceBook? Put your caption in an envelope and drop it off at SUB's main office reception desk during Customer Appreciation Week, October 5th – 9th. Just be sure to include a contact phone number.

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

Winter is Coming

This killjoy mantra also happens to be a pretty reliable weather forecast. Since we know it's on its way, here's how to outwit winter's trifecta:

Power outages: Most outages last only a short while, but wintertime weather like windstorms, ice and snow can cause widespread outages. Being prepared means having enough water, food, and warm clothing on hand to keep you and your loved ones comfortable while waiting for power to be restored. Making your own 'outage' kit is easy. Check out suggestions for what to include by visiting SUB's website, or dropping by SUB's Conservation Connection.

Heating bills: With cold weather comes higher heating bills. Take steps today to save money and electricity in winter. Small, inexpensive fixes – like weather-stripping doors, filling cracks with sealant and applying insulation film to windows – can help. Strategic environmental changes are effective, too. Rearrange furniture so couches and chairs are not near windows or walls, and open drapes on south facing windows during the day, then close them at night to keep heat in.

Frozen pipes: A frozen pipe can lead to a burst pipe, which can then lead to costly damage. Prevention is definitely the best idea here. Outdoor hose bibs, water sprinkler lines, supply pipes in unheated areas like basements, garages, kitchen cabinets, attics and crawl spaces are all vulnerable to freezing temperatures. Prepare for winter by removing hoses and draining sprinkler lines. Cover hose bibs with insulating material, and wrap exposed pipes with a pipe sleeve or heat tape, all available at hardware stores. If a cold snap does hit our area, go to SUB's website at www.subutil.com for information about specific actions you can take during the cold weather to keep your pipes in good working order.



Shutting water off to your whole house

While preventing a pipe from freezing is always your best bet, if the worst happens and a pipe bursts, be sure you know how to shut off the water to your home.

If you have an interior shut-off valve, it's likely in one of these locations:

- Crawl space or basement, where the water line enters the home.
- Garage where the water line enters the wall or ceiling, near the water heater or laundry hookup.
- Outside near the foundation, often protected by a concrete ring or clay pipe.

If you don't have an interior shut-off valve, you might find a customer-owned shut-off valve on the side of your water meter closest to the house. If you don't see it, installing one could save you money and worry. That's because normally, only SUB employees are permitted to operate the utility-owned shut-off valve, which is located on the side of the meter closest to the street. If a customer operates the utility-owned shut-off valve – with or without SUB's approval – and SUB's facilities are damaged, the property owner will be responsible for repair or replacement costs. Installing a customer valve removes that concern.

SUB is available to help you shut off your water. Just call SUB's water department at (541) 726-2396. A fee does apply to after-hours work, but SUB will come out for free during business hours.

Watts Happening

Public Hearings Set

SUB's Board of Directors will be focusing on the utility's 2016 overall budget and on 2016 water rates during the next several months. Customers are encouraged to participate in the process by attending upcoming public hearings.

The first public hearing will be held on each topic at SUB's November Board Meeting. Because of the Veteran's Day holiday, the meeting date will be Thursday, November 12th. The 7:00 p.m. time remains unchanged.

A second public hearing for both the budget and water rates will be held at 7:00 p.m., Wednesday, December 9th. All hearings take place in SUB's Boardroom.

2016 Budget and rates

SUB's budget process calls for convening its Budget Committee, comprised of the utility's five-member Board and six Board-appointed ratepayers, in late summer and early fall. This committee works with utility management to provide input on SUB's long-term capital plans and the next year's overall budget. The proposed 2016

budget includes recommendations for both water and electric rate increases.

A 9.5% water rate increase is proposed to help cover capital expenses due to infrastructure upgrades, including seismic upgrades. When supporting documents are available, customers can review them by visiting SUB's website or by coming to our main office at 250 A Street. If the Board votes to approve a rate increase after the public hearing in December, new water rates will be effective on bills rendered on or after January 1, 2016.

A 3% electric rate increase, which is penciled into the budget but not slated for public hearings until February and March of next year, is sought to cover higher power costs being charged by Bonneville Power Administration, from which SUB buys all its power. If approved, the new rate would take effect April 1, 2016. Note that last spring, after public comment, the Board elected to approve the lower of two proposed increases designed to recover these power costs – with the understanding that another increase would likely be required in 2016. Customers who spoke suggested that two smaller rate increases would be easier for customers to manage than one larger increase.

There are only twelve days of Christmas

but decades of Springfield Christmas Parade fun!

Join SUB for the 63rd annual Springfield Christmas Parade, coming to a Main Street near you on Saturday, December 5th.

SUB is pleased to again host the Big Man himself. Watch for Santa as he rides high and in style in a SUB bucket truck tricked out for the holidays. We've been in touch and hear he'll be wishing everyone in Springfield the jolliest of holiday seasons!

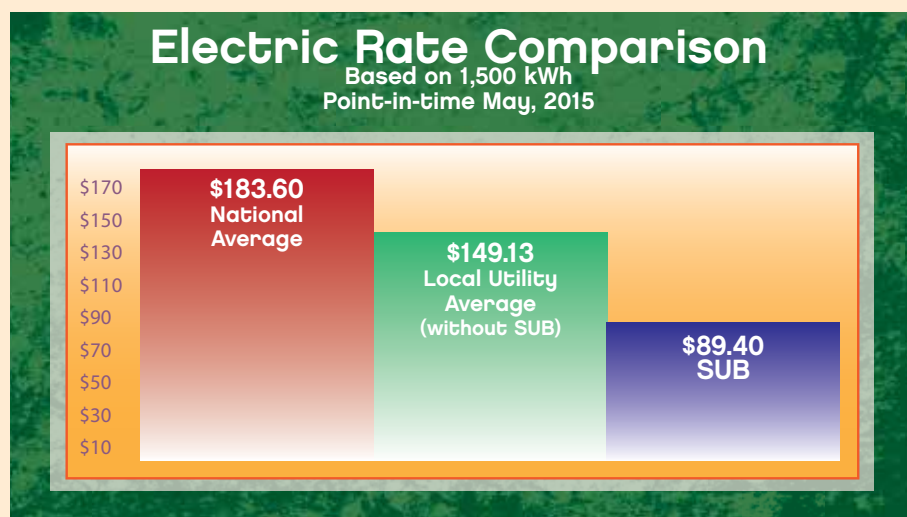
SUB will also host a comfort station near the judging stand on 14th and Main Street, so be sure to drop by, say hi, and have a cup of cocoa, coffee and some delicious cookies. Free from your friends at SUB.

The parade begins at 1:00 p.m. For details on other holiday activities planned for the day, or to view the parade route, visit www.springfieldchristmasparade.org.



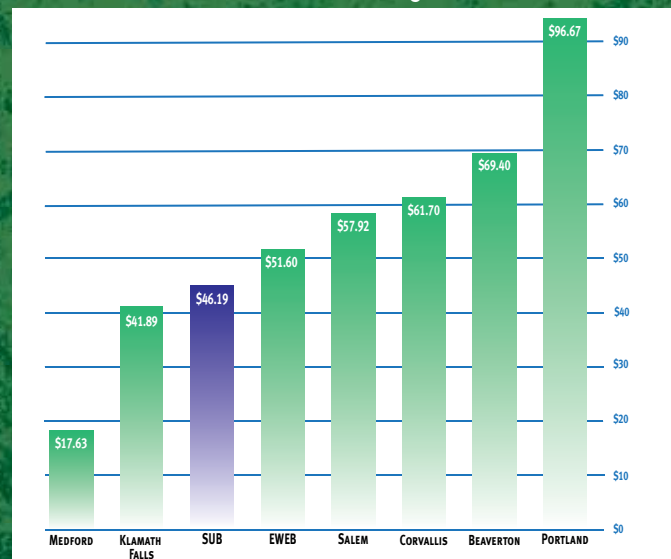
SUB rates are low

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



Residential Water Rate Comparison

Based on 20 units/month (14,960 gallons)
Point-in-time July, 2015



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.

PRSRST STD
US POSTAGE
PAID
EUGENE OR
PERMIT NO 17
EGRWSS

POSTAL CUSTOMER

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

