

An update on SUB's response to the coronavirus

by General Manager Jeff Nelson

As the coronavirus pandemic continues to disrupt jobs and lives, SUB has expanded measures to protect the health and safety of our customers and employees, and to support our community.

As of press time, the following customer relief programs are in place:



- **Relief fund established to help more customers:** SUB has established a Covid-19 relief fund available to any customer who has lost employment as of March 1, 2020, and to customers who have no income. Customers can receive a one-time credit of up to \$225 that will be applied to the electricity portion of their SUB bill while funds are available.

It is not necessary for the account to be in a past-due status to receive funds.

This program is administered through our partner, Catholic Community Services. To apply, email CCS at ProjectShare@ccslc.org. For those seeking relief because of unemployment, please note that some documentation will be required.

- **Third-party credit card fees waived:** The \$3.50 fee charged by SUB's vendor to provide secure online and over-the-phone payments for residential customers has been temporarily waived. This decision is retroactive to March 17 when SUB's lobbies closed to the public and is effective until further notice. Fees charged be-

tween March 17th and April 3rd, when the policy was fully in effect, will receive a bill credit.

- **No late fees charged for past-due accounts:** Per policy, SUB does not charge late fees for accounts in past-due status.
- **Electric rate increase deferred:** SUB's Board of Directors voted to delay until July 1 (for bills rendered August 1) a previously approved 1.25% electric rate increase. The Board will revisit this decision as the new effective date gets closer.
- **Payment arrangements expanded:** SUB has always offered exceptionally flexible payment arrangements, and those have been extended during this difficult time. No matter the reason, if you are having difficulty with your payment, call us so we can help.
- **\$10 credit applied to new AutoPay accounts:** AutoPay is a program that allows you to automatically pay your utility bill via your checking or savings account. For an enrollment form, visit subutil.com/autopay.

Customers who were enrolled prior to the March 23rd launch of this new incentive have been automatically entered into a special drawing for one of 50 \$10 credits. Winners have been notified.

Additionally, like many organizations, SUB has altered some operations to accommodate the latest health and safety recommendations:

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- **Lobby closures:** To reduce the risk of spreading the virus, we have closed our lobbies to walk-in traffic until further notice. All services remain available via phone by calling 541-746-8451. Our drive-through kiosk remains open, and customers can make payments with cash, check or money order.
- **Social distancing measures:** Our crews are still in the field responding to outages, making needed repairs, reading meters, and completing other important work. We ask all customers to honor social distancing guidelines by remaining 6 feet from SUB employees. If you need to speak with some one about a service order or other matter, our office staff are happy to help. Just call 541-746-8451.

Some customers have approached crews to express their thanks for the work they are doing to keep the power on and clean water flowing. While

staying back keeps everyone safe, know that your thumb's up, wave or shout of support are always appreciated.

Other pandemic response measures include an assistance package geared toward community partners.

Specifically, SUB is removing restrictions on SUB grant money previously awarded to the City of Springfield and to Springfield Public Schools, allowing them to redirect dollars as needed to support their pandemic response. The aid package also extends a one-time \$25,000 electric bill credit to Willamalane to help offset costs associated with their community safety efforts.

For the most up-to-date information about relief measures, please visit subutil.com regularly and click on the Covid-19 link.

Please stay healthy and safe.

With spring sunshine and warmer temperatures comes a project list filled with outdoor chores. If yours involves digging in the dirt, make sure the first task on the list is a call to 811.



What is 811? Dialing 811 connects homeowners and contractors alike to Oregon Utility Notification Center, which will dispatch professionals to mark the locations of any buried utilities near where you want to dig. The service is quick,

efficient and free. It's also the law.

What could happen if I hit a utility line? Striking a utility line with any digging equipment, including a shovel, can cause service disruptions to you and your neighbors. Worse, hitting a buried gas or electrical line can hurt you. It can even be fatal. Don't take chances with your safety!

Don't make a judgment call. Make the right call – 811. (You can also submit your locate request online by visiting digsafelyoregon.com).

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.

To participate in board meetings during the pandemic, follow instructions at subutil.com/about-sub/sub-board-meetings



David Willis
Position 1
Term exp. 12/31/20



Robert Scherer
Vice-Chair Pro Tem
Position 2
Term exp. 12/31/22



John DeWenter
Chair
Position 3
Term exp. 12/31/22



Michael Eyster
Position 4
Term exp. 12/31/22



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