

Coastlines

News and information for Customers of Central Lincoln People's Utility District



April 2009

Our Field Personnel Need Access To Our Equipment

"If it's behind anything that's nailed on or screwed on, we have a problem."

Our employees need access to our electrical equipment on your property, to ensure that it's in proper working order. Access to things like meters, and transformers, and poles.

But the other side of this equation is that our customers like to decorate and landscape their property in a variety of ways. And many people have come up with clever ways to camouflage or screen electrical equipment on their properties.

Unfortunately, some of those ways of screening meters, padmount transformers, and other equipment can cause some problems.

Please remember that our meter readers and servicemen need access to that equipment, either to take a reading, repair, upgrade, remove, or replace defective equipment.

Let's take electric meters, for example. We've recently had a few situations where customers have covered over the meter base with siding, leaving only the meter itself exposed.

If we only need to look at the meter once a

month to read it, that's not a major problem. But if we have to remove the meter for testing or maintenance, our service people need to be able to open the front of the meter base. If it's behind anything that's nailed on or screwed on, we have a problem.

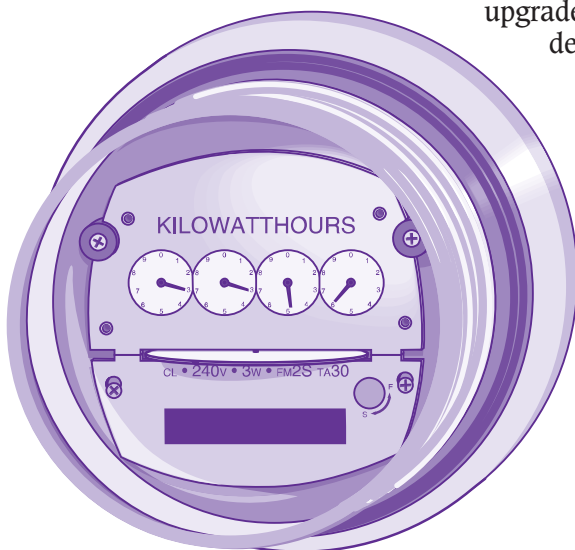
...our service people need to be able to open the front of the meter base.

We've occasionally had situations when a serviceman needed to remove an electric meter and nobody was home at the time. The serviceman had to dismantle some screening material to get access to the meter. This is obviously not a pleasant situation for either the customer or our serviceman.

And keep in mind that if there's a home fire while the owners are away, we often pull the meter as a quick way to shut off the electricity for the safety of firemen fighting the blaze.

So when you're landscaping your property, please remember that our people need ready access to our electrical equipment that's on your property. That includes meters, transformers, poles, etc.

If you have any questions about access, just ask our personnel when they're on your property, or stop by your local PUD office. *Thanks...your cooperation makes the job a lot safer for all of us!*



Paying Online Through Your Bank? You Need To Know This.

“Your bank does not immediately transfer the amount due to Central Lincoln. In fact, it's not done electronically at all.”

A lot of our customers now have the ability to make online bill payments through their banks. It's a great convenience for those customers, but there are some things to keep in mind.

When you push the button to complete your transaction, you're making instantaneous contact with your bank. But not with us.

Let's say your bill with us is due on the twentieth of the month. And on the sixteenth of the month you instruct your bank to make payment to us. You tell them the amount due to us, your Central Lincoln Customer Number, and where to send the money. And then it's all taken care of, right?

Well, not exactly. Your bank does not immediately transfer the amount due to Central Lincoln. In fact, it's not done electronically at all.

Your bank prints out a physical check and mails it to us. And they don't necessarily mail it out on the same day they receive the order from you.

We've had cases where we didn't actually receive payment until two or three weeks after the customer ordered the payment to be made.

There are lots of reasons for the delay. Some banks only transact these payments on one day of the week. Sometimes the Customer Number is incorrect, and sometimes the payment gets sent to the wrong office. *(Your Customer Number is shown near the top of your bill, and we just need the six numbers that are shown in the shaded box. And all payments should be sent to our Newport address, also shown on your bill.)*

If the payment doesn't reach us by the due date, it automatically triggers a late payment notice, and sometimes even a disconnect notice, depending on account history. That's a hassle for everybody.

So make sure you allow plenty of time for a payment from your bank to reach us. And make sure they have your correct Central Lincoln Customer Number and our correct address to send it to. ■

How To Get In Touch With Us

“Give us a call, stop by your local office, or visit our website.”

If you have any questions about our policies, your account, power outages, or electrical energy efficiency, please give us a call or stop by your local office.



Or you can visit our website at www.clpud.org for more information about Central Lincoln, and more ways to save money on the energy you purchase. ■

Energy Efficiency Hotline: 1-888-883-9879

To Report Outages: 1-866-484-3783

Central Lincoln's Offices

NEWPORT: 2129 North Coast Highway • P.O. Box 1126 • Newport, OR 97365 • (541) 265-3211

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