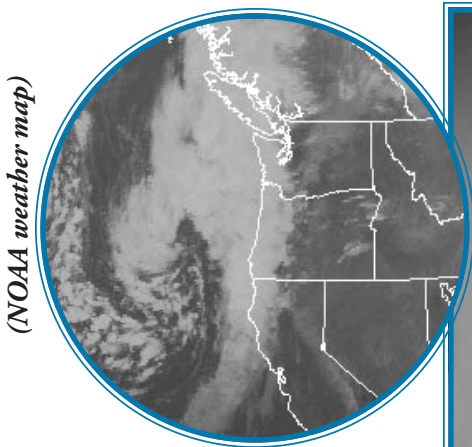


Coastlines

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

When the Power's Out, Who Are You Going to Call? Our System Can Handle More Than 38,000 Calls At Once



(NOAA weather map)

1-866-484-3783.

That's the one number you need if your power goes out.

"In the old days, we had 18 lines open for folks to call in a storm event. Many would get a busy signal. It was very frustrating for them—and for us," says Randy Grove, one of Central Lincoln's Distribution Engineering/Operations Supervisors.

"We would have an overflowing voice mail box. Our people would quickly fill out brief forms for each report, but in big storms pretty soon we had a mountain of paperwork, and it wasn't very efficient—we'd hand sort the reports by area in wire baskets. It worked; but there was a lot of room for improvement!"

Now, Central Lincoln uses a high volume call-answering system out of state, so that if Oregon has a massive storm or disaster, the call-in system



This computer "farm" can answer thousands of "My power's out--please help!" calls at once. (Photo courtesy 21st Century Communications)

is far away enough that it will still work effectively. "This system could answer every call even if all 38,000 customers call at once! It's very important that we have every customer's correct phone and cell numbers, so the computer can quickly "peg" where the power's out.

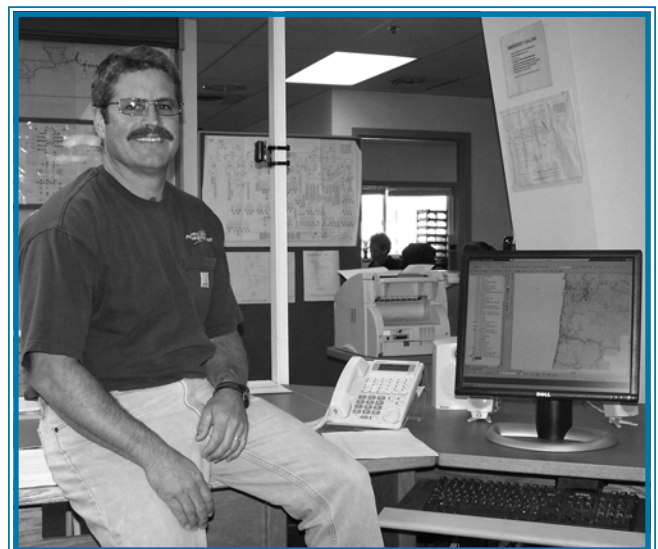
We know most people don't like to talk to computers, but this really is the very best system to help us respond faster and most efficiently.

If a caller's phone number doesn't match our records,

they will be prompted to enter a phone number for us to call and verify where the outage is located. So please check in with your local Central Lincoln office once a year or so to make certain we have the right numbers," Grove urges. (Local Central Lincoln office contact information is on the back of your monthly bill.)

When the power's out, the computer system rapidly logs calls received and quickly maps out where help is needed. "Don't worry—we won't forget about you—if we lose a main distribution line, hundreds of folks could be without power,

Continued 



Distribution Engineering/Operations Supervisor Randy Grove oversees Central Lincoln's outage mapping and response system

and we'll do whatever we can to get your power back on as soon as possible," he says.

"The only time we can't is when we have extreme winds, and it's unsafe for our linemen to work. I strongly encourage everyone to have handy whatever they will need in a storm, such as flashlights and fresh flashlight batteries." For those who have children who might be afraid during an outage, be prepared to turn the time into family fun, playing "Pioneer" and talking about what life was like before electricity.

"But it isn't often our customers have to play "Pioneer", Grove smiles. "Our reliability rate is 99.97%."

***"Sometimes,
outages feel
personal—
They aren't.
We'll do whatever
we can to get your
power back on as
soon as possible."***

And....

For our linemen's safety, [if you have a back-up generator](#), please make sure that it is wired properly AND inspected. If a generator is wired wrong it could backfeed into a transformer, raise the voltage to 7200 volts, and could kill one of our workers.

Printed on recycled paper.
Please recycle this newsletter.



PLEASE DO NOT TOUCH ANY DOWNED POWER LINES

at any time for any reason!

Call us at 1-866-484-3783 and we will take care of the problem.



Central Lincoln Rate Increase Finalized

As we have discussed in previous issues of Coastlines, Central Lincoln has been forced to raise its rates due to an increase from the Bonneville Power Administration, from which we buy all of the power we sell. Effective October 1, our basic monthly service charge will go up \$1—to \$16—and our residential rates for kilowatt hours will increase 4.6%. These changes will be seen on monthly bills beginning in November.

The costs of providing electricity with a high degree of reliability (99.97%) over the 700 square miles we serve are significant. A recent Central Lincoln cost-of-service study showed that line, equipment, and substation costs, and more tally \$45 a month per customer, even if he or she doesn't use a single kilowatt hour. But, to keep our service as affordable as possible, all residential customers pay just \$16 a month for a basic service charge, plus our standard rates for the kilowatt hours (kWh) they use.



Having a reliability rate of over 99% requires constant maintenance and improvements to our 30 substations, 22,566 poles, and more than 2,369 miles of lines. Here, Larry Johnson and Blake Smith work on the Toledo Substation rebuild, a project costing more than \$1 million.

Help us help you! If your power goes out, please call us:

1-866-484-3783