

Coastlines

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



November 2008

SOS & LIEAP Programs Help Customers In Need!

“Participate in our SOS Program in any of three different ways.”

Summer is definitely gone, and winter is just around the corner. We're already starting to get some cold weather, and you can be sure that there's more on the way. That means we'll all be turning up the thermostat a bit to keep our homes and families warm. Unfortunately, that also means using more electricity and having higher home heating bills.

Some of our customers really need help in paying those higher winter heating bills, and that's why we have the SOS and LIEAP Programs.

SOS Program

The SOS Program is supported entirely by voluntary contributions from our customers. Those funds are turned over to local service agencies for distribution to Central Lincoln customers who need assistance with their electric bills. Central Lincoln doesn't retain any of the donated money for administrative purposes.

If you'd like to help those in need, you can participate in our SOS Program in any of three different ways.

To make a **One-Time Donation**, just write the amount of your donation on your return billing stub in the space provided, and add it to the amount of your normal electric payment. You can then simply make out one check for that total amount, or if you'd

prefer, you may make your donation with a separate check made payable to the "SOS Program." *(The One-Time Donation option is not available to customers on our AutoPay plan, because those customers don't actually send in a payment.)*

You can also make an **SOS Pledge**. You just select an amount you'd like to give every month, and that will automatically be added to your billing.

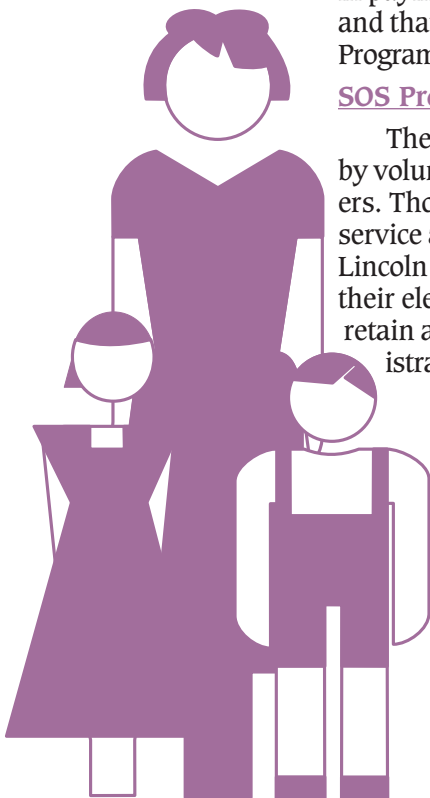
Or you can join the **SOS Round-Up Program**. This program simply rounds up your monthly bill to the next even dollar amount and puts those rounded-up cents into the SOS Program. *(This option is not available to customers on our Level Pay plan, because those bills are already rounded to the nearest dollar.)*

You can join the SOS Program by writing the information on your billing stub, by calling your local Central Lincoln office, or through our website at www.clpud.org.

Eligibility for receiving help from this program is determined by the local agencies, and is based on federally-defined poverty levels. To find out if you're eligible for this program, apply to the agency in your area.

**NEWPORT, TOLEDO & WALDPORTR AREAS
COMMUNITY SERVICES CONSORTIUM**
120 NE Avery Street
Newport, OR 97365
265-3293

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FLORENCE AREA

SIUSLAW OUTREACH SERVICES
1576 12th Street
Florence, OR 97439
997-2816

REEDSPORT AREA

LOWER UMPQUA MINISTERIAL ASSN.
Will Gehrke
2160 Elm Ave.
Reedsport, OR 97467
271-2895

LIEAP

Applications will also be taken for energy assistance under the federally funded Low Income Energy Assistance Program (LIEAP). However, assistance is subject to the availability of funds.

(Also, there may be several months delay between the time you receive a voucher and Central Lincoln actually receives payment, so be sure to keep your electric bill current. In addition, Central Lincoln has recently had to raise our reconnect fees, and institute charges for returned checks, so it's even more important to keep your account current.)

To learn more, and to find out if you're eligible, call the number at right for the county in which you live.

LINCOLN COUNTY

COMMUNITY SERVICES CONSORTIUM
265-3293
(Call after Dec. 1 for appointment info.)

LANE COUNTY

Seniors -
SENIOR & DISABLED SERVICES
OUTREACH
902-9430 - Ext. 7830
(Call for appointment information.)

Singles/Families/Disabled
SIUSLAW OUTREACH SERVICES
997-2816
(Call for appointment information.)

LANE CO. HUMAN SERVICES COMM.
541-682-3835
(Call for appointment information.)

DOUGLAS COUNTY

UMPQUA COMM. ACTION NETWORK
1-800-301-8226
(Call for appointment information.)

COOS COUNTY

COMMUNITY ACTION
541-888-1514 or 541-888-1574
(Call for appointment information.)

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To Report Power Outages, Just Call 1-866-484-3783



Please don't forget our new outage reporting system. Just call, toll-free, 1-866-484-3783 to report any power outages.

One of the most frustrating things for our customers is getting a busy signal when trying to report an outage. In the past, if we had half a dozen people calling in to report an outage, some of them would get a busy signal. When we had a major outage, and hundreds of people were calling, it was really hard on the customers who couldn't get through. The new automated system can accommodate thousands of simultaneous calls.

The system is automated, though, so you won't be talking to a live person. But

the system will gather critical information that will be sent immediately to our dispatchers and entered into a database that will allow us to respond to and repair outages more quickly.

The outage system also automatically recognizes your phone number, and attempts to match it to an address in our database. In order for the system to work at maximum efficiency, it's important that we have your correct phone number matched to your address.

But even if you're reporting an outage from a phone that's not at the outage location, the system will still allow you do that. It will simply prompt you to enter the information about the outage location.



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www.clpud.org