



Owner's Manual

Neighbors Reaching Out to Neighbors

The recent economic and financial crisis in our country has left many Americans wondering how they will make ends meet this winter.

Northern Wasco County PUD's Neighbor to Neighbor program provides financial assistance to our customers who have trouble paying their electric bills and have nowhere else to turn.

In Times of Need

For more than a decade, NWCPUD customers and employees have opened their hearts and their wallets to help families on an emergency, one-time per heating season basis through the Neighbor to Neighbor program.

The money collected goes to people within the PUD's district, usually families who are having trouble paying their power bill because of health or employment problems and do not qualify for other financial assistance programs.

Eligible households who do not qualify for other state or federal assistance may receive up to \$125 in a 12-month period. Eligibility is established according to federally-defined poverty levels.

One hundred percent of the funds collected are distributed by the Mid-Columbia Community Action Program (MCCAP) in the form of vouchers.

According to Margaret Davis of

the Mid-Columbia Community Action Program, Neighbor to Neighbor provided \$8,508 in assistance this year. The program served 100 households.



Neighbors Helping Neighbors

During this season of thanksgiving, we at NWCPUD would like to thank our customers who have generously donated to the program in the past, ensuring those in our community will not go without heat or electricity when they need it most.

Contributions to the Neighbor to Neighbor program help us continue the tradition of assisting those in need.

If you would like to help, you can make a single contribution in any

amount by enclosing it with your monthly bill.

If you would rather spread your payments over a year, simply let us know. We'll add it to your billing statement each month. All donations are tax deductible.

Please support Wasco County families in need of one-time financial aid, families who may not qualify for other assistance.

For more information about the Neighbor to Neighbor program, call our office at 296-2226.

Winter Travelers: Use E-Z Pay While You Are Away

If you are heading out of town for the winter, contact NWCPUD before you leave. With our E-Z Pay plan, you can enjoy your time away knowing your electricity bill has been taken care of.

If you have a checking account at any bank, savings and loan or credit union, simply fill out an application and your bill can be paid automatically from your account.

As an E-Z Pay customer, you will still receive a PUD bill each month showing your electrical usage and the amount that was automatically deducted from your checking account.

There is no charge for this service. Customers must have a PUD account paid in full to qualify.

For more information, go to our website at : www.nwasco.com or call 296-2226.

**To report a power outage,
Call NWCPUD's 24-hour response line: (541) 296-2226**

Falling Behind This Autumn? Let Us Help

Don't sweat your electricity bill. Customers who have difficulty making their monthly payments should contact the PUD office at 296-2226 to make payment arrangements.

Communicating with the PUD is always better than ignoring the bill. Customers who fail to make a payment without notifying our office risk having their service disconnected. Those who notify the office prior to receiving the disconnect notice can preserve their credit history with the PUD.

NWCPUD offers a low income discount to customers that qualify on residential (domestic) service billed during the months of November through April.

This discount is offered to customers who are low income, 60 years and older, or who are disabled.

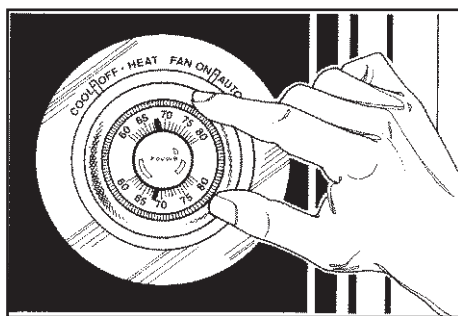
NWCPUD offers two levels of assistance: a 10 percent discount and a 35 percent discount.

The discount is based on income and follows the Federal LIEAP (Low Income Energy Assistance

Program) income and eligibility guidelines. The guidelines are adjusted annually.

All income certification is provided by Mid Columbia Community Action Council, Inc.

If you believe you may qualify for a discount, please call them in The Dalles at 298-5131.



Help Us Light the Night

Streetlights will be coming on earlier after daylight-savings time ends on November 2.

If you see a street light that is burned out or not operating properly, please contact our office at 296-2226.

Our service crews will make the repairs as soon as our schedule permits, usually within a few working days.

Hands Off for Greater Energy Savings

On a chilly morning, it is tempting to crank up the thermostat to heat the house as fast as you can. For greater energy savings, control yourself and your thermostat.

Turning your heat way up will not warm your home any faster, but it does force your unit to work

harder, stay on longer and use more energy.

Set your thermostat at 68 degrees (or lower) during the day when your home is occupied. Leave it alone until

bedtime and then turn down the dial to 55 degrees.

If your home is unoccupied for several hours a day, remember to turn down the thermostat to 55 degrees before you leave and reset it to 68 when you return.

When it comes to a thermostat, a little neglect can save you money.

Community Calendar

NOVEMBER

8

The Dalles Art Center's Art Auction, 6:00p.m. at The Dalles Civic Auditorium. Tickets \$35/person, \$65/couple for sale in advance at The Dalles Art Center or at the door. For information, call 296-4759.

23

Oregon Chautauqua Lecture: *Women Photographers in Oregon, 1852-1917* Lecture by Carole Glauber, 2:00 p.m. at the The Dalles Wasco County Library. This free event is made possible by the Oregon Council for the Humanities.

For information, contact The Dalles Art Center at 541-296-4759

25

Northern Wasco County PUD Board Meeting, 6 p.m., 2345 River Road, The Dalles.

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2nd Annual Columbia Gorge Cowboy Gathering at the Civic Auditorium. Show features cowboy poet Waddie Mitchell, local poet Duanne Nelson, crowd favorites Van and Kathy Criddle of Eugene and music by the Wasco Brothers. Free open mike session from 11:00 a.m. to 5:00 p.m., show begins at 7:00 p.m. Tickets on sale at the door.