



# Owner's Manual

## What To Do When the Power Goes Out

Here in the Northwest, storms, high winds and snow can occasionally lead to power outages.

By reporting difficulties, you can help Northern Wasco County PUD workers to determine the extent of the trouble and make repairs.

When the power goes out, first check to see if your entire house is without power. If not, you may have simply blown a fuse or tripped a circuit breaker.

When line crews are dispatched on a trouble call that turns out to involve a simple problem in your home, such as a tripped breaker or blown fuse, you may be charged for the service call.

Look outside to see if your neighbors are also out of power. This information can help determine if the outage extends past your service and affects other customers.

Check for obvious problems such as damage to a power pole or a tree fallen on a power line.

Manufactured home owners should check the 200 amp breaker located outside, usually in the same box as the electric meter.

After you've checked your circuit breakers, call the PUD. You can reach us 24 hours a day at 296-2226.

Report your name, the name on the account, the address and description of the service (house, pump, business), any damage or problems you may have noticed and whether your neighbor's power is on (if known).

Leave a phone number where you can be reached. If you are using a cell phone that doesn't accept calls from blocked numbers, our crews may not

be able to return your call.

If you see a downed power line, trees on the line or other obvious signs of trouble, your description will help crews pinpoint and repair problems.

**Do not attempt to go near a downed power line. Try to warn others to keep away from the area.**

If you hear an explosion or see a flash of light when the power goes out, this is a good indication a line fuse has blown.

After reporting the outage to the PUD, turn on one inside light so you'll know when the power is back on.

*To report an outage,  
call the NWCPUD  
24-hour response line:  
(541) 296-2226*

To help crews at night, please turn on a porch or outside light so we can see when power has been restored. This can cut down on the time it takes for line crews to confirm if a tap line to your house has been restored.

If a power outage occurs during cold weather, the temperature inside your home can drop quickly. Gather in one room – preferably on the south or west side of the house – and close it off to keep heat in. Use blankets or towels to insulate windows and doors.

Watch for signs of hypothermia, a drop in core body temperature. Infants, the elderly and those with certain medical conditions are at greatest risk even in air temperatures of 65 degrees. If someone has a temperature below 95 degrees, call for medical help.

Check on elderly neighbors and

those living alone.

Consider a backup plan. If your neighborhood has an extended outage, can you stay with friends or family in another part of town?

It's important to be ready when the lights come back on. Trip the breaker to water and space heaters to avoid overloading the system and damaging the equipment when the power is restored. Unplug voltage sensitive equipment such as televisions, VCRs, microwaves and computers.

Switching surges and voltage dips can occur when the power is restored. These fluctuations are a normal part of utility equipment operation. They usually do not affect non-electric appliances, however, the more sophisticated the electronic equipment, the more sensitive it is to any type of variation.

The PUD recommends unplugging equipment and keeping it unplugged for a period of time after the power is restored to ensure the problem is corrected. Homeowners should also check freezers, refrigerators and other appliances that are located in a basement or garage to make sure they are operating after any type of outage.

Because of our well-maintained lines, NWCPUD customers experience few power outages. If you experience an outage of four or more hours, check back with the PUD for an update.

## Help Us Light the Night

Streetlights will be coming on earlier when daylight-saving time ends November 4.

Because PUD crews routinely work during the daylight hours, we may not immediately notice a light that is not functioning correctly.

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.

## Celebrate Public Power Week

Northern Wasco County PUD joins more than 2,000 other customer-owned utilities in celebrating public power, October 7 through 13, during Public Power Week. Customer-owned public power utilities serve over 43 million people or about 14 percent of the nation's electricity consumers.

What is so special about a customer-owned public power utility?

- Public power means local control. At NWCPUD, a five-member board of directors is elected by customers in each of the five PUD subdivisions. These individuals live right here in our local community. The board of directors sets electric rates and policies and hires a general manager who manages the utility according to the policies they set.

- At our Peoples Utility District or PUD, board meetings are the fourth Tuesday of each month at 6:00 p.m. and the public is always welcome to attend and offer input.

- With public power, you are served by power company committed to Wasco County. When you call our office, you are greeted by a real person who lives right here in our community who knows the lines in Rowena, The Dalles, Dufur and Wamic. We are your friends and neighbors and we care about your call and value your time.

- As a public utility, NWCPUD provides reliable electricity, excellent customer service and still keeps power rates as low as possible.

- Public Power means NWCPUD is part of the community and is committed to long-term community goals.

- As a public utility, NWCPUD has local control over special programs like energy conservation and rate relief for senior or disabled low-income customers.

Help us celebrate Public Power Week, at our office at 2345 River Road in The Dalles. We will be serving refreshments October 4-5 and would like you to join us.

## Attention Snowbirds : Use E-Z Pay While You Play

If you are heading south for the winter, contact NWCPUD before you leave. Thanks to our E-Z Pay plan, you can fly off in search of warmer temperatures knowing your 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. 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.

If you would like more information or an application, please call or stop by our office.

## Community Calendar

### OCTOBER

**5-29**

Nch'i-Wana: Celebrating Contemporary Native American Arts of the Big River, at the Columbia Center for the Arts in Hood River and Skamania Lodge in Stevenson.

For a schedule of events, call 387-8877 or go online to: [www.columbiaarts.org](http://www.columbiaarts.org).

**6**

Mid-Columbia Senior Center Craft Fair, 9:00 a.m. to 3:00 p.m., 112 West 9th Street. Call 296-4788 to reserve a table.

**7**

P.E.O.'s Annual Home Tour featuring six area homes and the Kaseberg Professional Complex. Tickets \$10 at Klindts Booksellers and at each home on the day of the event.

**9**

The NoteCrackers Sweet, live music for social dance, 7:00 p.m. to 9:00 p.m., at the Mid-Columbia Senior Center. For details, call 296-4788.

**23**

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

*Non-profit community organizations are encouraged to promote their events. Please call 298-3302.*