

# March 2011 Windstorm Outages



**Wind gust speed of 72 mph**

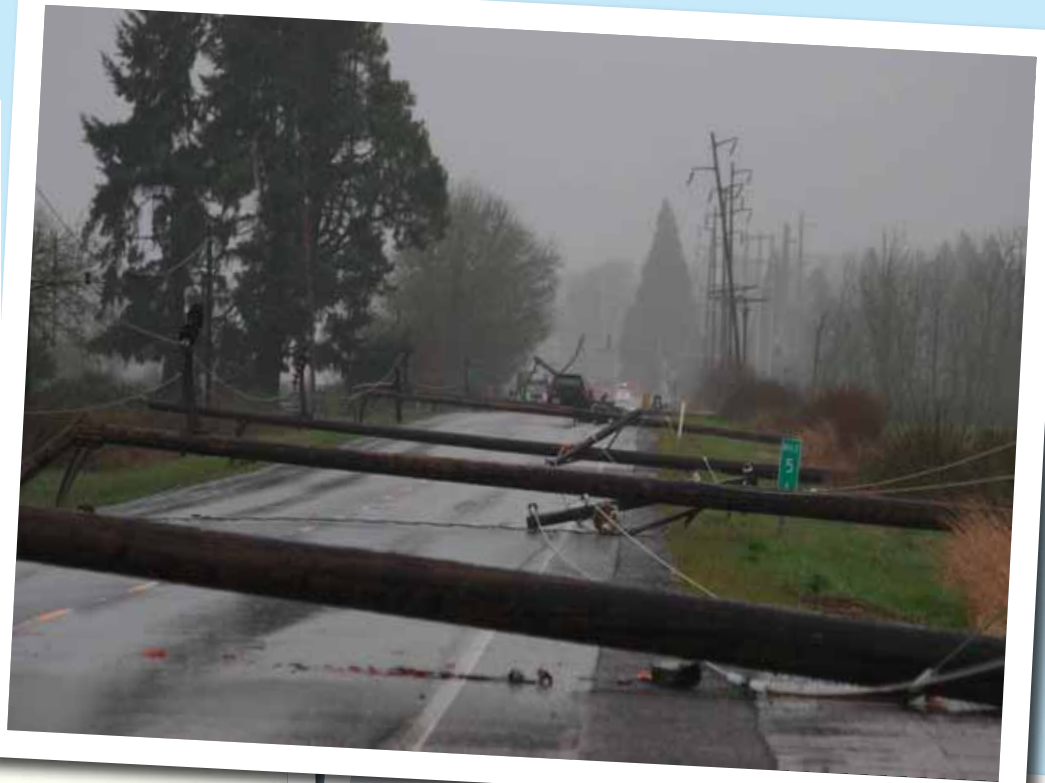
**12,000 Customers  
without Power**

**100,000 ft. of Line Repaired**

**15 Transformers Replaced**

**12 Poles Replaced**

*Windstorm March 2011*



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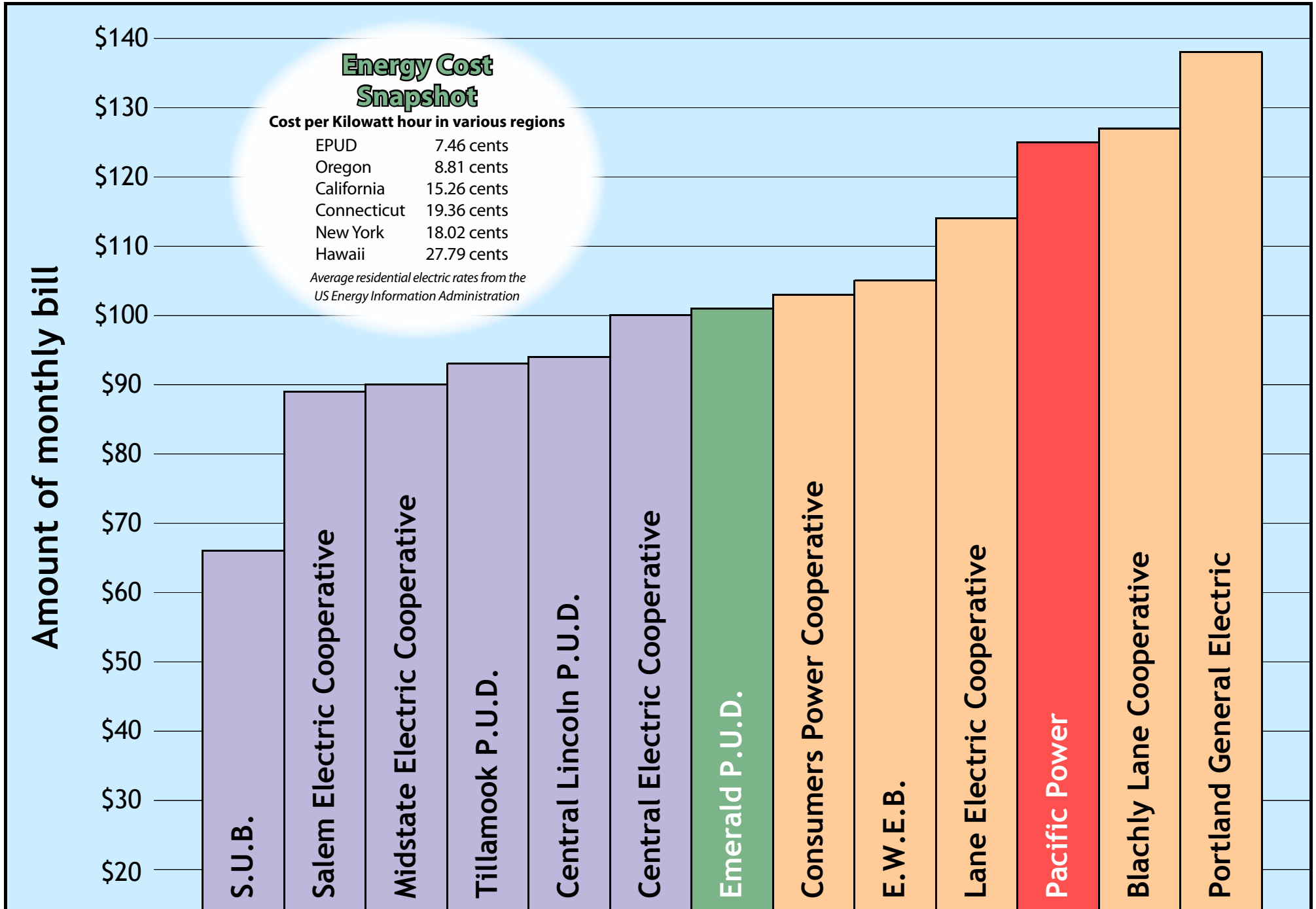
# 2011 Tree Trimming





# Monthly Residential Bill at 1,223 kWh

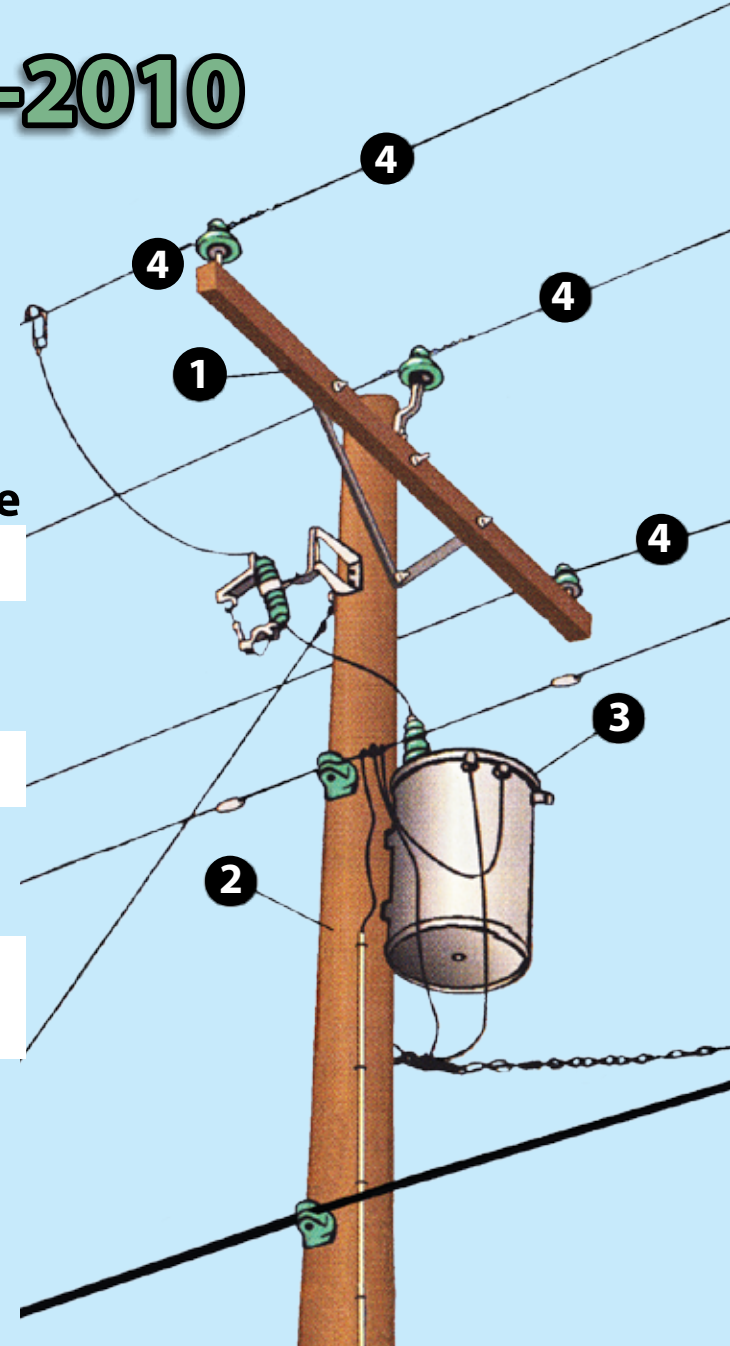
(1,223 kWh is the average monthly energy use for a residential EPUD Customer-Owner)



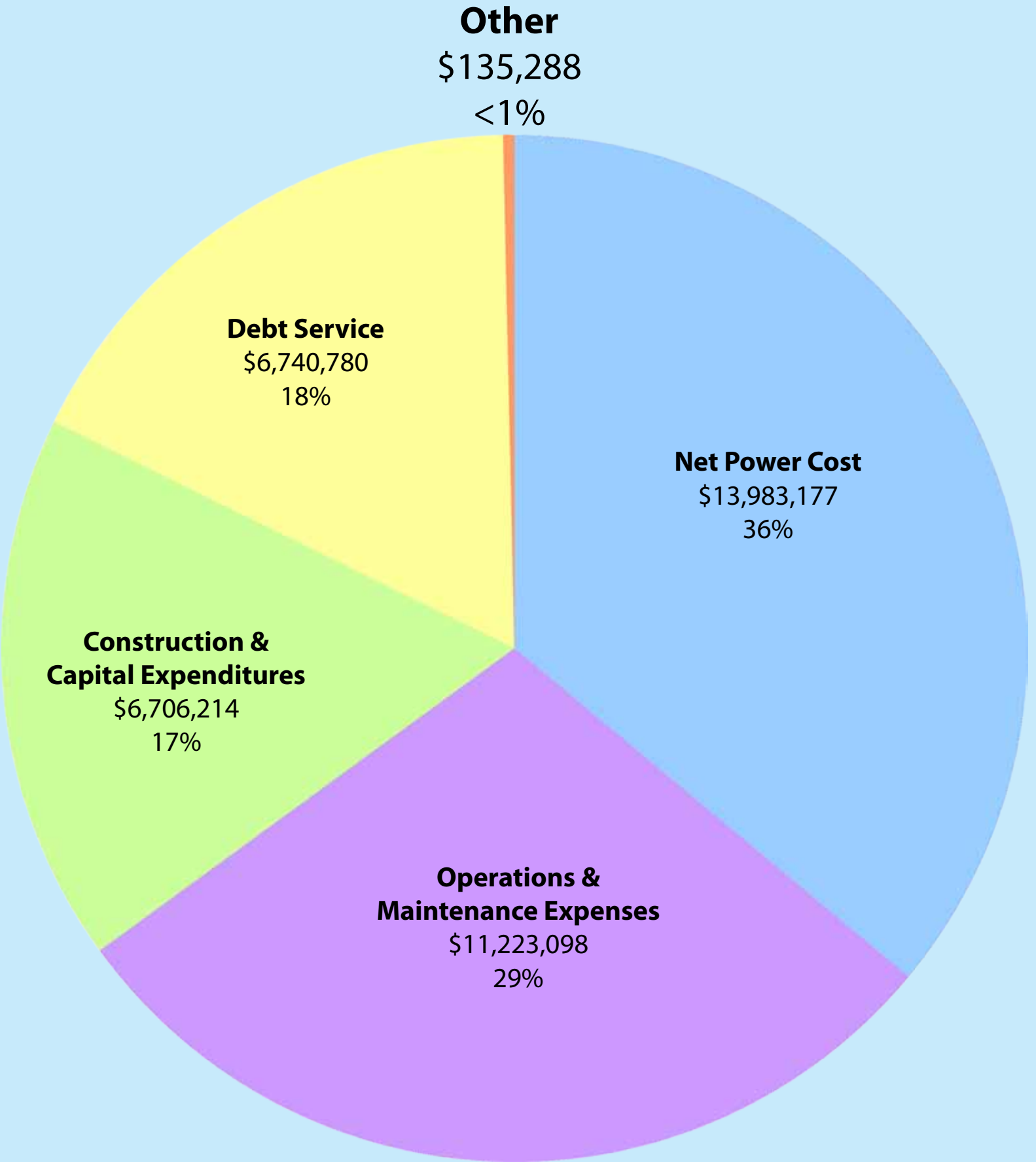
# Rising Costs at a Glance 2003-2010

Reliable service requires maintenance and upgrades, which cost more and more as prices rise. Here are a few examples of how the prices for necessary electrical equipment have changed since 2003.






	2003	2010	Increase
❶ Crossarm	\$23	\$27	17%
❷ 40-foot Pole	\$230	\$400	74%
❸ Overhead Transformer	\$500	\$1,100	120%
❹ Service Cable	\$1/ft.	\$1.50/ft.	50%
Underground Distribution Cable	\$1.40/ft.	\$3/ft.	114%
Approximate Cost to Fuel EPUD Fleet	\$107,000	\$170,000	59%



# EPUD 2011 Expenditures



# EPUD 2011 Status Update

-  **Customer Service:** EPUD Customer Service now answers 80% of all calls within 30 seconds.
-  **Conservation:** EPUD has now helped our Customer-Owners save 50,000,000 kWh since our conservation programs began in 1985.
-  **Short Mountain:** 2010 was a record year for electricity production at Short Mountain. We produced enough to power approximately 1,500 homes for a full year. The output was 23 percent higher than 2009 levels.
-  **Rates:** EPUD is saving our residential Customer-Owners 6.9 million in 2011 over Pacific Power rates. That is a 22.4% savings.
-  **2010 Operations:** Completed 328 jobs. Improved 2,000 spans of wire. Replaced 100 poles.

