



Monthly Newsletter of Emerald People's Utility District

May 2010

Contents

FRONT:

Electrical Safety Month
Electrical Safety Resources

BACK:

Meters Safe from Hackers?
Helping Hands Donations
New Office Hours Reminder

May is Electrical Safety Month

If used correctly, electricity is safe. But problems and misuse cause thousands of fires and injuries every year. Here are some guidelines to stay electrically safe, not sorry, this month and beyond:

⚡ Call Before You Dig

If you're going to dig a hole deeper than a foot, you must call first to see if there are any underground facilities in that spot. It's the law, and it can save you injury and property damage. Call the 24-hour, toll-free number 811.

⚡ Cords

Make sure cords are in good condition (not frayed or cracked), and are placed out of traffic areas. Cords should never be nailed or stapled to any surface. Do not place cords under carpets or rugs, or rest furniture on them.



⚡ Light Bulbs

Check all bulbs in light fixtures to make sure they are the right wattage for the fixture. If you don't know the correct wattage, check with the manufacturer of the fixture. Screw bulbs in securely; loose ones may overheat.

⚡ Appliances

If an appliance repeatedly blows a fuse, trips a circuit breaker or has given you a shock, unplug it and have it repaired or replaced.

⚡ Entertainment/Computer Equipment

Make sure the equipment is in good condition and working properly. Look for cracks or damage in wiring, plugs, and connectors. Use a surge protector bearing the seal of a nationally recognized certification agency.

⚡ Space Heaters

Keep them at least three feet away from combustible materials such as bedding, clothing, draperies, furniture, and rugs. Don't use in rooms where children are unsupervised, and remember to turn off and unplug when not in use.



Electrical Safety Resources:

Electrical Safety Forum - www.electrical-safety.com

Electrical Safety Foundation - <http://esfi.com>

Before you start YOUR spring projects, remember:



**Know what's below.
Call before you dig.**

The notification center is open 24 hours a day. Calling BEFORE you dig prevents facility damage, service interruptions, and bodily injury. BE SAFE.

Electrical Safety Resources for Kids

Did you know EPUD's website has a resource to help your kids learn about ALL THINGS ENERGY?

Visit www.epud.org - My Home - Kids Corner

There are interactive games, coloring books, quiz shows and at-home activities for kids to learn more about: electrical safety, renewable energy - like wind, solar and geothermal, and more!

Energy is the **POWER** to do **work**

Energy makes everything GO!



Energy can heat and cool buildings.

It can power our cars and make machines run.

Energy is what makes electricity that lights our homes, businesses and schools.



EPUD Office Hours Reminder



REMEMBER!

As of Monday, May 3, EPUD front office hours are Monday – Thursday, 7:30 am to 6 pm. We are closed Friday – Sunday.

This is a pilot project to test whether extended customer hours serve YOU better.

For more information, visit www.epud.org/officehours.aspx or call 541-746-1583.

MAY 31 - Memorial Day
(EPUD Office closed)

Board of Directors

Bruce Pilling, President

541-942-5447 / bpilling@epud.net

Patti Chappel, Vice President

541-935-5021 / bushitt@q.com

Katherine Schacht, Treasurer

541-344-0569 / kschacht@epud.net

Bill Tanner

541-736-0171 / billtanner@epud.net

Penny Jordan

541-933-2867 / bandpjordan@epud.net

Board meetings are 2nd Tuesdays at 5:30 p.m., 4th Tuesdays at 3 p.m. and 1st Mondays at noon. Join us!

CONTACT EPUD

33733 Seavey Loop
Eugene OR 97405
(541) 746-1583
(800) 422-4086
fax (866) 284-7953
www.epud.org
webmaster@epud.org



Are EPUD's Automated Meters Safe From Hackers?

You may have seen the article published in the Register Guard in March regarding security concerns with new Smart Meters. In case you missed it, the gist of the article was this: computer-security researchers said new "smart" meters designed to help deliver electricity more efficiently, also have flaws that could let hackers tamper with the power grid in previously impossible ways.



As EPUD installed automated meters in our District several years ago, we wanted to address any security concerns you may have about your meter being hacked. The likelihood of your meter being hacked is very improbable for three reasons:

1. To hack the system, you would need to have the actual software running. This would be very difficult as the software we use is proprietary and does not use any of the "common" communication protocols.
2. Our type of system uses the actual power lines for communication from the meter and is, therefore, inherently immune to wireless external hacks at the meter.
3. Any areas of possible weakness have been identified and we are working to add additional protections and safeguards to these areas.

For more information on the EPUD automated meters, visit www.epud.org – My Home - AMR.

EPUD Customer-Owners Give \$20,000 to Help Neighbors. Thank You!

EPUD's Helping Hands monies are now depleted for the 2010 calendar year. In total, EPUD awarded \$20,000 in funds, helping more than 130 Customer-Owners pay their electric bill. Helping Hands money is raised entirely by YOU, our Customer-Owners, and stays 100% in our District to help those struggling to pay their bills. EPUD releases Helping Hands funds every year in February and they remain available to qualified applicants until the funds are depleted. This year, funds were dispersed with record speed, indicating there are still many people in need in our communities.

Now is a GREAT time to donate to the Helping Hands fund for the 2011 calendar year. Call our office at 541-746-1583 or fill out the form below and send in with your bill to donate today. For more information on the Helping Hands program and other EPUD assistance programs, visit www.epud.org – My Home – Bill Assistance.

Help a Neighbor Today

Now that temperatures are warming and electric bills are decreasing, it's a good time to consider donating to EPUD's Helping Hands program. If YOU want to help a neighbor heat their home, please sign up below:

- Please add \$_____ to my monthly bill, to be donated to Helping Hands.
- I want to Round Up for Helping Hands. My bill will be rounded up to the nearest dollar, and the extra cents will be donated to Helping Hands. For either of the above options, I understand that I am free to choose each month whether to pay the pledged amount, and that the pledge will appear on each month's bill until I notify EPUD to change the amount or to discontinue it.
- Enclosed is my tax-deductible donation to Helping Hands.



Name _____

Address _____

Phone _____ Email _____ Signature _____

Mail to EPUD, 33733 Seavey Loop, Eugene OR 97405, or return with your bill, or sign up at www.epud.org.