

A Special Newsletter to Our Customers in Jasper Meadows

January, 2008

The Jasper Meadows area was in EPUD's service territory when we went into business in 1983, and we served it until June of 2002. At that time we transferred the service to SUB until the Supreme Court made its decision. We began providing power there again in December 2006. We realize that the electrical service has not been as reliable as before the transfer. With this newsletter, we hope to give some assurance that your problems have not gone unnoticed and that we are working to minimize the blinks and outages you are experiencing.

Action Plan

- We made improvements last summer on the seven miles of line between Jasper Meadows and our Pleasant Hill Substation, with insulator replacement and tree trimming. We can't trim outside the legal right-of-way, and virtually all the branches and trees that caused outages last year fell from the outside.
- We made equipment improvements at our Pleasant Hill Substation that will increase the reliability and decrease outage restoration time
- We are installing an automated meter reading system that will allow us to record more accurate information on outages and other information so we can more easily troubleshoot any problems
- The State is currently working on Jasper Road, making it a "Safety Corridor." These improvements include more guardrails and wider rights-of-way, and that will mean fewer car-hit poles that are a major cause of outages. When this project nears completion, we will also rebuild our power lines along Jasper Road.
- The County is constructing the new Bob Straub Parkway, and we will build a new power line along the parkway that will shorten the distance to our substation. The parkway will have wide rights-of-way, which again decreases the possibility of car-hit poles.
- EPUD's Board of Directors has directed staff to look for land in your area on which to potentially build a substation when growth in the area warrants it.

Service History

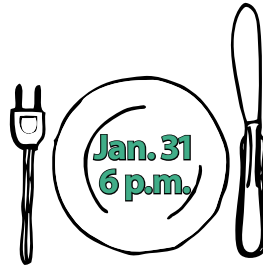
Jasper Meadows was included as part of EPUD's service territory when the Public Utility Commission created the People's Utility District over 24 years ago. EPUD served the area until June 2002. The area was scheduled to be annexed into the City of Springfield and SUB argued that, as the city's municipal utility, it should serve the area. We transferred the service to SUB. After a lengthy legal process, the Oregon Supreme Court upheld EPUD's claim to serve a portion of the disputed area. We began providing power to the Jasper Meadows neighborhood again in December 2006.



(see over)

Open House

You are invited to come for dinner on Thursday, January 31, at 6:00. We're planning a casual meal and will have members of our Board of Directors and all key staff members available to speak with you and answer your concerns. Dinner will begin at 6:00 at our building, 33733 Seavey Loop (behind the Shell Station across I-5 from LCC). We ask that you please **RSVP** so we will know how much food to provide. Call 746-1583 or email jaspermeadows@epud.org. We hope to see you!



Email Updates

We would like to provide you with email updates on our progress with the above action plan, on any outages that occur, and on any planned outages that may be necessary due to construction of the road projects. If you are interested in being a part of the e-mail list, please e-mail us at jaspermeadows@epud.org or call 746-1583 and let a Customer Service Representative know your email address.

If you have any concerns or suggestions, please let us know. You can call our office at 746-1583 or email us at jaspermeadows@epud.org. We really value you as our customer and look forward to continuing to serve you.

EPUD Board of Directors: Bruce Pilling, Penny Jordan, Katherine Schacht, Bill Tanner, Patti Chappel

Outage History

Since EPUD took over electric service at Jasper Meadows, the following major outages have occurred:

May 14, 2007 – A tree* fell across lines on Jasper Road in windy conditions, causing a 4-hour outage.

September 10, 2007 – A span of wire burned down for unknown reasons, causing a 1-hour outage.

December 3, 2007 – During the regional windstorm, a tree* fell into power lines, causing an outage of a little over an hour.

December 7, 2007 – A car-hit pole on Jasper Road caused an outage of an hour and 15 minutes.

January 4, 2008 – Wind caused a tree* limb to fall on a line, which caused a splice to fail nearby. The outage lasted 2 hours.

* The trees involved were outside of our rights-of-way.