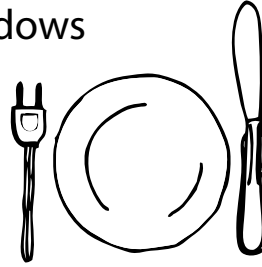


Jasper Meadows Newsletter

February, 2008

About 15 EPUD customers from Jasper Meadows attended the open house we hosted last month. We're grateful for the opportunity to answer questions in person, and this newsletter is a recap of the discussions.



Presentation Overview

- EPUD history (from creation in 1970s/80s, to present)
- EPUD today (statistics, geographical areas served)
- Jasper Meadows history (originally in EPUD's territory, challenged by SUB, and finally determined to be in EPUD's territory)

To view the presentation, go to www.epud.org, click Construction and Contractors, Current Construction Jobs, Jasper Meadows Info.

Reliability Concerns

We were aware of outage problems caused by trees and car-hit poles along Jasper Road. These will be improved with the State's Jasper Road Safety Corridor and the County's Bob Straub Parkway. Thanks to Jasper Meadows customers, we learned that there had been more outages in portions of the neighborhood than our equipment had recorded.

EPUD's Response

We sent a crew to the neighborhood the day after the open house and they opened all transformer and pedestal boxes in Phases 2 and 3, and found many loose connections and tightened them.

We have asked several customers to have a recording device on their home, and/or to keep logs for us, so we can compare our records with the actual blinks and outages customers are experiencing, and find solutions. Let us know if you would be interested in helping us this way.

We created an email list for customers who want to be kept informed of our progress in improving your service, and State and County progress on the road construction projects.

Action Plan

- The State is creating the Jasper Road Safety Corridor. By June 1, the project will be complete, including our rebuild of power lines along Jasper Road.
- In late summer we'll build new power lines along the County's new Bob Straub Parkway.
- EPUD's Board has approved looking for land in your area on which to build a substation when growth in the area warrants it.

Progress Report

Last summer we made improvements on the 7 miles of line between Jasper Meadows and Pleasant Hill Substation (insulator replacement and tree trimming).

We improved equipment at our Pleasant Hill Substation that will increase reliability and decrease outage restoration time.

Our new automated meter reading system will record outages more accurately, and provide other information that will improve the troubleshooting of problems.

We're sending newsletters, we created an email address for questions and concerns, and an email list to inform interested customers, we added a web page on current construction jobs, and updated information on our website.

Notice of Planned Outages

The State and County road jobs will require planned outages from time to time and we will give you 48 hours notice. But construction could cause unplanned outages as well.

Questions & Answers

How were the service areas originally decided?

The State PUC allocated EPUD's territory when it was created in 1983.

Why did SUB serve our area and now EPUD serves it?

Springfield's boundary was expanded to take in the area, and SUB felt it was theirs to serve, so they took EPUD to court and won. At that point, EPUD turned over service to SUB. We still felt we had the right to serve in our territory, so we appealed and won.

Why is there a small section of customers still served by SUB?

It turned out there was an area that wasn't in either utility's territory, and the two utilities negotiated a fair split, where some homes on the south side of Mt. Vernon are served by SUB.

I am experiencing blinks and power outages. What should I do?

We have set recording devices throughout the subdivision and are finding no voltage swings beyond an acceptable range. So if you are experiencing blinks, we want to know! We ask that you keep a log of dates, times, and descriptions. We will help you with a log; call 746-1583 or email jaspermeadows@epud.org. This way we can compare your information with our voltage recordings, as a form of troubleshooting.

I've heard that by flipping a switch, we can be served by SUB again. Is this true?

No, it's more involved than that. Wire that linked you to SUB prior to December 2006 is no longer in service, so it would have to be re-installed. Also, new transformers would be required, since SUB and EPUD are on different voltages of power.

We've heard you do customer trades with other utilities. Why can't you trade us with some of SUB's other customers?

We have done trades with other utilities, but it's when there is a safety concern or a PUC violation necessitating it. Currently, we have no areas where we could trade with SUB.

Who will serve the newest parts of Jasper Meadow Subdivision?

New construction will expand the Jasper Meadows subdivision, and it will be in EPUD's territory. We have already started installing the wire and equipment that will be used to serve those homes.

Questions or Comments?

Please contact us at 746-1583 or email jaspermeadows@epud.org.

Submitting a Claim

If outages have damaged any of your equipment, you may submit a claim to EPUD's insurance. The insurance company will review claim and determine if they are covered. To submit a claim, it's very important that you write a description of the event that caused the damage, the date and time, and include costs for repairs or replacement. Send it to Jim Theabolt at EPUD, 33733 Seavey Loop, Eugene OR 97405.

If you have concerns or suggestions, please let us know. Call our office at **746-1583** or email jaspermeadows@epud.org.

Email us:

jaspermeadows@epud.org

We'll email you:

with current info—
give us your email
address.