Outage and Emergency Preparedness

During an outage, Emerald’s crews work quickly, and often through the night, to restore your power; however, your safety and comfort depend largely on how well you’ve prepared. The same holds true for emergency preparedness. Emergencies and outages can strike without warning—are you ready?

Outage Preparedness

Create a 72-hour emergency kit. Include a list of emergency phone numbers, and set calendar reminders to keep supplies up to date.

Store flashlights and a battery-operated radio where you can easily find them, even while in the dark. Keep a supply of extra batteries on hand in case of an extended outage.

If you require electricity for health care or life-support equipment, prepare a backup emergency plan to meet your needs. If you have a backup power supply, know how long it will last, and make arrangements with friends or family ahead of time to move to their home, if needed.

Safety During an Outage or Emergency

NEVER go near downed power lines or objects that are touching a downed line (such as a fence, tree, vehicle, etc.) Always treat downed lines as though they are energized, even if they don’t appear to be. Lines can be energized at any moment with a deadly amount of electricity. Teach children about the dangers associated with electricity and power lines.

Put together a family communication plan. Select an out-of-state emergency contact your family can call to give health status and location information. Designating an out-of-state contact is helpful because phone lines can be impacted in an emergency and a contact who is not affected by the same emergency will be easier to reach. Decide on four possible locations where family members can gather after an emergency.

Learn more about emergency preparedness at ready.gov/prepare

Give a Little, Help a Lot

When you donate to Helping Hands, you help keep low-income families warm during the cold winter months by assisting those struggling to pay their electric bills. All donations stay in Emerald’s service territory to help local families in need, right here in our neighborhoods.

By choosing to “Round Up,” you elect to have your monthly electric bill rounded up to the next highest dollar amount. Those extra cents are the amount of your donation. Your monthly contribution could be as little as a penny, but never more than 99 cents—a small amount that makes a huge difference in the lives it touches.

Sign Up to Round Up

To round up your monthly bills, simply check the box next to Helping Hands Donation on your payment coupon and return it with your next payment, or contact Customer Service at 541-746-1583 or CustomerService@epud.org.

Learn More

Get outage preparedness and safety tips, including how to make a 72-hour emergency kit.

www.epud.org, My Home, Power Outage Information

24-Hour Emergency Outage Service

Call 541-746-1583 or log into EPUD’s SmartHub system and select Report an Outage.

Holiday Hours

EPUD’s office will be closed on these dates:

11/24, Thanksgiving Day
12/22, Christmas Eve (observed) (EPUD office open until noon)
12/26, Christmas Day (observed)
1/2/17, New Year’s Day (observed)

Public Hearing

The Board of Directors will host a public hearing on the proposed 2017 rates at 6 p.m., Tuesday, December 6, 2016, at EPUD.
Payment Assistance Programs

Colder temperatures often drive higher electric bills during the fall and winter months. If you’re having trouble paying your bill, there are assistance programs that may be able to help.

**LIHEAP (Low Income Home Energy Assistance Program)** is a federally funded program managed by Lane County Human Services and administered by various agencies. Funds are dispersed on a first-come, first-served basis. For details about LIHEAP, use the contact list below.

**HELPING HANDS** is a seasonal program funded by Emerald PUD customers and administered with help from various community agencies. It usually opens in February and remains open until funds are exhausted. Call us at 541-746-1583 for a referral.

**ERAP (Emerald Rate Assistance Program)** provides energy assistance for senior and disabled households, with the program usually opening in March. Please call 541-682-3378 for more information.

**REACH (Residential Energy Assistance Challenge)** is an educational assistance program available year-round, but with limited customer openings. For more information, call 541-682-3071.

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**LIHEAP Information for Seniors:**
- (Eugene) Campbell Senior Center 541-682-5354;
- (Springfield) Willamalane Adult Center 541-736-4406;
- (Cottage Grove) Senior Connections 541-682-7810;
- (Veneta) Fern Ridge Service Center 541-935-2262;
- (Junction City) Viking Sal Senior Center 541-998-8445

**LIHEAP Information for the General Public:**
- (Springfield) Catholic Community Services 541-747-8349;
- (Eugene) Catholic Community Services 541-345-3642;
- (Cottage Grove) Community Sharing 541-942-6492