

## New Customer Service Policies

The Board of Directors adopted new policies and procedures that will go into effect February 1, 2017.

**DOOR HANGERS**—Canby Utility will no longer leave a DOOR HANGER notice on your door prior to services being disconnected for non-payment. These notices now called a “Disconnect Notice” will be delivered by USPS mail, in a gold colored envelope. The current fee of \$25 will continue to be charged for each notice that is mailed.

**PAYMENT ARRANGEMENTS**—If you make payment arrangements, Canby Utility is implementing a new procedure and payment agreement form to clarify financial arrangements customers may make with Canby Utility to prevent a service disconnection. Should a customer fail to keep the payment agreement, the account will be assessed a \$25 failed payment arrangement fee and the electric service will be disconnected according to the provisions stated in the agreement without further notice.

**AUTOMATIC PAYMENT**—Canby Utility will offer automatic, monthly payments using a credit/debit card over the phone without the need for a signature.

**NOTE:** A customer service representative will attempt to contact customers by phone prior to disconnection of service. To avoid missing a courtesy call, please be sure Canby Utility has your current phone number. Failure to receive a utility bill or courtesy notice does not excuse payment by the required due date or in any way guarantee service will not be disconnected for non-payment.

## Scam Alert

Canby Utility has received several calls from customers who reported getting fraudulent calls from someone claiming to be with Canby Utility demanding immediate payment. They are using newer technology enabling them to display the utility's name and phone number on Caller Id. As a result, customers are more likely to fall victim to this scam. If you suspect a problem, hang up immediately and call us at 503.266.1156. Report any fraud to the Canby Police Department.

## Customer Water Filter Promotion

Canby Utility is offering a one-time rebate for residential and commercial customers who purchase a water filtration system. The program provides a rebate of \$25 for residential customers and a \$200 rebate for qualifying commercial customers. Call us to see if your business qualifies for a rebate.

Residential customers who present proof-of-purchase of any home filtration system or replacement filter cartridges will qualify for a \$25 rebate in the form of an account credit. Customers who reside in a rental unit or a large multi-family residential facility that are not billed for water are also eligible for the rebate.

Commercial customers may receive a \$200 rebate upon submission of proof-of-purchase for a commercial-grade filtration system or for the filter media replacement of an existing commercial filtration system.



*All of us at Canby Utility wish you and yours  
a warm and bright holiday  
and the very best for the year ahead.*

# The Habit of Efficient Living

Frequently Canby Utility shares tips to reduce water and energy consumption. Recently one savvy customer pointed out that our tips frequently suggest a purchase so that while there is an efficiency gain on one hand, there is an initial increase in expenditure on the other. This month we're sharing some tips to save energy by making better use of what you already have.

Get ready, because mom was right all along!

**TURN IT OFF-** Winter consists of short, cold days and while a ceiling fan is great to pull warm air down to you from the ceiling, be sure to turn off the fan if you are not in the room. Also, be sure to turn off lights when you leave a room too.

**DRESS FOR THE SEASON-** You won't need to heat the house quite as warm if you wear your favorite sweater and warm socks around the house.

**POWER DOWN-** Power down your computer when you aren't using it. Many computers consume up to 65% of their operating load when idling or sleeping.

**RUN FULL LOADS-** When operating dishwashers and washing machines, you will use less water and water heating by running fewer partial loads.

**PHANTOM POWER-** Many electronics that operate by remote, along with cell phone battery chargers, use energy even when not in use. Use a power strip to completely turn off these electronics when not in use.

**CLOSE YOUR CURTAINS-** Curtains aren't just for privacy. During cold months, closed curtains at night will help keep in more of your home heating.

**USE YOUR MICROWAVE OVEN-** While a microwave doesn't give best results for every recipe, when you can, use it instead of your stove. Microwaves heat food more efficiently than stoves.

## Right-of-Way Tree Trimming

Trees beautify our neighborhoods and are one of the Northwest's greatest assets. Unfortunately, trees have a down side when located under or too close to power lines. They can present real threats to public safety and may cause significant power outages during storm season. We are taking this opportunity to explain how we reduce their negative impact and suggest ways you can help too!

Pruning clearances depend on tree species, growth patterns and the voltage of nearby power lines. Electric distribution lines typically found in neighborhoods require a minimum of 10 feet of clearance. Faster growing trees must be pruned more aggressively than slower growing and old growth trees to keep them away from this 10-foot clearance.

Every three years, Canby Utility hires a Certified Arborist to trim trees near utility lines to ensure our customers have minimal power outages caused by trees. Please be cautious when driving through the areas where these crews are trimming.

How can you help? If you are concerned that trees in your yard are growing through power lines, call us at 503-266-1156. We will gladly check out areas of concern. We are responsible for trimming trees located within the public right-of-way that are in conflict with our high voltage power lines.

For tree planting guidelines, visit [www.Canbyoregon.gov](http://www.Canbyoregon.gov) and look under City Services, City Government, Municipal Code.

## Share the WARMTH



### NEIGHBORS HELPING NEIGHBORS

There are people living in Canby who are struggling with unemployment, medical problems and other financial hardships that make it difficult to pay their utility bill.

**SHARE THE WARMTH** provides financial assistance to qualified customers who need help paying their electric bill. The program is voluntary and supported by generous contributions from you and Canby Utility.

### Canby Utility Holiday Office Closings

Our office will be closed Monday, December 26 and January 2.

### Canby Utility Board Meeting

154 NW First Avenue  
The second Tuesday of each month, 7:00 p.m.



503.266.1156

[www.canbyutility.org](http://www.canbyutility.org)

Daniel P. Murphy, General Manager

