

Welcome Dee Anne Stockton Customer Service Supervisor



**“I’m Excited
to Work for
Canby Utility”**

Look for a new face at Canby Utility. Dee Anne Stockton joined our staff on Friday, June 10th. With vast experience in customer service, collections and water billing, you can be assured she is here to help with any questions that may arise regarding billing and service.

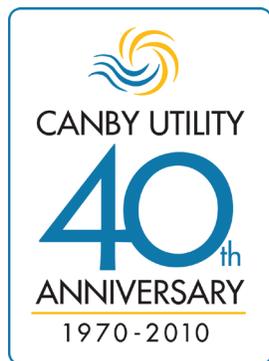
Growing up in Donald, Dee Anne graduated from North Marion High School. A 20 year career at US Bank culminated with a position of Branch

Manager/Customer Service Supervisor. Advancement with US Bank included positions at several branches and a move to the Oregon Coast in 1984. Her career continued at Nehalem Telecommunications, including seven years as Customer Service and Billing/Collections Supervisor. In 2004, the City of Nehalem hired Dee Anne as City Recorder/Water Billing Clerk.

Dee Anne is happy to be back in this area, spending time with her family and friends. Her two adult children currently live in Tillamook. As an avid sports fan, Dee Anne enjoys watching football, basketball and playing golf in her free time. **Welcome Aboard!**

Power Rate Update

The Bonneville Power Administration (BPA) has released its draft final wholesale rates for October 2011. If the rates in the draft Record of Decision are made final, the BPA expects that wholesale power rates will be slightly lower than originally anticipated in the initial proposal. An improved financial picture for the fiscal year 2011 has virtually eliminated the likelihood of an October 2012 rate increase. The BPA previously forecasted a one-in-three possibility for this increase. The Canby Utility Board will be reviewing proposed retail rates and hold a public hearing on the impact, August 23rd at 7:30 p.m. in the Board Room. This meeting is open to the public.



The 1990’s brought many changes to Canby Utility. Deregulation of the energy markets sent shock waves throughout Northwest public power utilities. Canby’s increasing water demand would require infrastructure improvements and collaborative regional problem solving on future water supply needs.

Focus on the Canby Customer

“All of these changes, along with Canby Utility’s history of fierce

advocacy, helped the Board concentrate fully on what really mattered: our customers,” recalls Board Member Georgia Newton. “We focused on the core mission of serving our customers’ interests by asking them to tell us what they wanted from their electric and water provider.” The Board sought to connect Canby citizens with their hometown Utility through customer outreach and marketing. A new trademark logo was developed, the now familiar blue and yellow whorl of Canby Utility. Implementing feedback from surveys and our sponsorship of community events emphasized hometown customer service.

In the face of energy market deregulation, the Bonneville Power Administration (BPA) in 1994 hastily tried to shift its wholesale power rate structure. Canby Utility led the call for a fair and deliberate process that

ultimately led the BPA to reconsider its actions. Canby tested those unregulated markets and bought cheaper wholesale power from Portland General Electric. Canby Utility was the first of several BPA customers to make such a move.

On the water side, the Board continued to fund capital projects to improve raw water access to the Molalla River and expand treatment capacity to meet Canby’s growing water demand. Board Members actively participated in a regional collaborative effort to meet the upper Willamette Valley’s future water needs.

Next Issue: A new century but with familiar challenges



Matt Michel, General Manager

Unrepaired Leaks will Cost You Money

Leaks are one of the biggest contributors to household water loss in the nation. The Environmental Protection Agency (EPA) estimates that household leaks account for a nationwide loss of over one trillion gallons of water annually. That is enough to provide a years worth of water to Los Angeles, Chicago and Miami combined!

Water from a leaking pipe can travel underground for considerable distances before surfacing. Leaking water can lead to some unintended consequences.

How to Check for Leaks

• Examine Your Winter Water Usage

It's likely that a family of four has a serious leak problem if its winter water use exceeds 7 CCF or 5,236 gallons per month. Check your utility bill for usage information.

• Visual Inspection

Look for dripping faucets and shower heads. Check outside for leaking hose bibs and sprinkler heads. Check irrigation valve boxes for standing water.

• Check Your Water Meter

Find a time when your family will be out of the house for about four hours. Make sure all water is turned off. Write down the numbers on your meter before you leave and again after you return. If the meter does not read exactly the same, you may have a leak. If you suspect a large leak and you are unable to find it on your own, call our office.

• Check Low Flow Indicator

This is another way of checking for leaks. Start by stopping all water use inside and outside your home (washing machines, dishwashers, irrigation systems, etc.) Watch the indicator for a couple of minutes. Look for any movement. Water flowing through the meter may indicate a leak.



• Toilets

Listen for the sound of running water. This can mean a fill valve is malfunctioning. Follow these easy steps to test for a leak in the flapper.

- ▶ Pick up free dye strips at the main office or use food coloring.
- ▶ Drop the dye strips or a few drops of food coloring in the toilet tank (be sure to put in enough to change the color of the water).
- ▶ Do not use the toilet for at least an hour; if the color shows up in the bowl without flushing, you have a leak.

• Faucets and Shower Heads

A leaking faucet or a shower head that drips at the rate of one drop per second can waste as much as 2,000 gallons of water per year. Check the washers and gaskets for wear and replace if necessary.

• Sprinkler Systems

Sprinkler systems are prone to develop leaks which may go undetected. To check your sprinkler system, walk your property where your sprinkler pipes are and look for wet areas of landscape that should be dry. This should be done before your sprinkler system runs. If you see any wet areas of landscape, it is likely that you have an underground leak and water is seeping into the ground. Other problems you might see are broken sprinkler heads. Watch for streams of water spraying from sprinkler bodies, pipes, or fixtures. These are caused by pinhole leaks and can only be detected when the system is pressurized.



105th Annual Clackamas County Fair & Rodeo

Ribbons, Rides & Rodeos:

105 Years of Fun!

August 16 - 21, 2011

Clackamas County Fairgrounds

694 NE Fourth Ave

Canby, Oregon

Fair Hours:

Tuesday-Thursday 10 a.m. - 10 p.m.

Friday-Saturday 10 a.m. - 11 p.m.

Sunday 10 a.m. - 8 p.m.

Official Opening:

Tuesday 11 a.m. - Raising of the Flag

More Details:

- Visit online - www.clackamas.us/fair
- Call - 503-266-1136
- Email - fairoffice@canby.com

Canby Junior Basketball Registration

Registration for 2011/2012 season begins August 1, 2011

More information visit:

www.canbyjuniorbasketball.com

Canby Utility

Board Meeting

Open to the Public

When: 7:30 p.m. on the 2nd & 4th
Tuesday of each month

Where: Canby Utility Board Room
154 NW First Avenue
Canby, OR 97013



**CANBY
UTILITY**

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Canby, OR 97013
503.266.1156

