

Helping Your

NEIGHBORS

It could be your neighbor, friend or relative. Chances are you didn't even know they needed help.

The Salem Electric Member Assistance Program (SEMAP) is comprised of two programs. The Dollar Check-Off Program operates year-round and helps qualified households regardless of the type of heat. The Heating Assistance Program, budgeted annually, operates during the winter months (December – April) funded by Salem Electric, to assist qualifying members with electrically-heated homes (about 1,200 members annually).

The Salvation Army administers the Dollar Check-Off Program which is funded through member donations and the need is always greater than funds available. If only half of all Salem Electric members participated by adding \$1 to their bill each month, over \$100,000 would be available

annually to assist those having difficulty paying their bill. Last year, 81 people were assisted with an average payment of \$80.

How can you help? Simply check the space on your bill and add \$1 to the amount due, or add more and note the donation amount. If you've been a Salem Electric member for over 20 years and receive patronage checks they may also be donated to the Dollar Check-Off Program. For more information contact our office at 503 362-3601 or se@salemelectric.com or visit salemelectric.com and select "Your Account."



Together we can help more Salem Electric members receive the assistance they need by simply adding \$1 to your next payment to really make a difference in someone's life. ■

Oregon's Renewable Portfolio Standard *doesn't account for* Energy-Intensive Data Centers



Co-ops seek an updated profile

The Oregon Legislature meets this month, and while the session is a mere 29 days — a virtual sprint compared with the marathon-like six months of legislative activity we will see in 2013 — it is important nonetheless.

One issue electric cooperative leaders will discuss with legislators is an unintended consequence of the state's renewable portfolio standard (RPS) law passed in 2007. The RPS requires utilities to supply a portion of their electricity from renewable resources, such as wind or solar.

Curiously, generation from the hydroelectric dams marketed by the Bonneville Power Administration does not count.

Depending on their size, electric cooperatives have to

comply with the law by having 5 percent or 10 percent of their electricity generated from renewable resources by 2025. Because electric cooperatives have a much smaller percentage of the state's energy load, legislators decided they did not have to meet the 25 percent renewable threshold for the state's largest utilities, PacifiCorp and Portland General Electric.

That might be changing.

Large data centers — think Facebook and Google — are locating in Oregon, and some are choosing areas where an electric cooperative will be their power supplier. As large users of electricity, these data centers could have the unintended consequence of pushing small electric co-ops into the same category of the RPS as PacifiCorp and PGE.

That is not fair. These large utilities have a much larger base of consumers to spread the additional costs of renewable energy. The Legislature did not envision the impact of giant data centers on the RPS. Oregon's electric cooperatives now are asking the Legislature to explore ways to protect our consumers.

We are proud of our record on renewable energy and for offering reliable, affordable power. We also know laws are not perfect. Just like someone's profile on Facebook, they occasionally need a little updating.

Provided by the Oregon Rural Electric Cooperative Association for its Power of Community members. To learn more or sign up, go to salemelectric.com and select "Your Cooperative." ▣



Electric Utility

Lingo

Here is some language used in our industry that may be helpful as you read articles in our newsletter or in the media.

Fossil fuel — Hydrocarbon-based material such as coal, oil, or natural gas found within the top layer of Earth's crust and used to produce heat or power; also called conventional fuels. These materials were formed in the ground hundreds of millions of years ago from plant and animal remains.

Fuel cells — Devices similar to batteries that convert the chemical energy of fuels, such as hydrogen and natural gas, directly into electricity.

Fuse — A protective device for electric circuits containing a wire designed to melt and open the circuit under abnormally high electric loads.

Generation — The production of electricity using fuels such as coal, natural gas, oil and uranium or from renewable sources such as a biomass, geothermal, hydro, hydrokinetic (ocean wave and tidal), solar or wind.

Generator — A machine that converts mechanical energy into electrical energy.

Gigawatt — A measure of electric capacity equal to 1 billion watts, 1 million kilowatts, or 1,000 megawatts. According to some reports, the United States needs to add 264,000 MW, or 264 GW, of generating capacity by 2030 to keep the lights on.

Grassroots — Refers to the 42 million-plus electric cooperative consumers nationwide who give the electric cooperative program its political strength. (Sign up for the Salem Electric Power of Community grassroots program at salemelectric.com.)

Grid — A network of interconnected high-voltage transmission lines and power generating facilities that allows utilities and other suppliers to share resources on a regional basis. The nation's electric grid consists of three main sections: The Eastern Interconnection, which extends from the foot of the Rocky Mountains to the Atlantic seaboard, excluding most of Texas; the Western Interconnection, which runs from the Rocky Mountains to the Pacific coast; and the Texas Interconnection, which covers most of Texas. The regional grids are not interconnected.

Ground fault circuit interrupter (GFCI) — A fire-protection device that instantly breaks an electric circuit when a short develops. Required for outlets used in bathrooms, kitchens, outdoors, or wherever electrical equipment might come into contact with water.

Groundman — An electric utility employee whose primary duties involve providing on-the-ground support to lineworkers. ■



NEW SPECIAL SERVICES Representative

Britni Davidson-Cruickshank was promoted to fill the position of Special Services Representative and has spent the last few months training with Helen Findley. Britni was hired in 2003 as a Customer Service Representative. Her bi-lingual skills and knowledge of the customer information system will be very valuable in her new position. ■

Reliable Service

You might wonder what it takes for us to be one of the most reliable utilities in the nation... it doesn't come easy.

Besides having a dedicated staff that takes a lot of pride in providing reliable service, we also have a detailed list of what steps we take to help prevent outages.

1 The distribution system is designed and constructed to ensure safety and reliability

- We meet or exceed National Electrical Safety Code and Rural Utility Services design standards
- All construction is done by trained workers

2 System inspections are done on a periodic basis

- New construction is inspected by one of our engineers or the line superintendent to ensure code and standard compliance
- An annual safety survey is conducted by the line superintendent

- A drive-by inspection of all lines is done annually looking for any obvious safety issues and tree trimming needs
- A detailed system inspection is done at least every 10 years where every line, pole, enclosure, and transformer is inspected for safety and reliability
- Substations are inspected every month, transformers are tested every other year
- Downtown system and critical customer locations are inspected on a semi-annual basis
- Feeder lines are infrared-inspected every other year
- Communication equipment is inspected every year

3 Equipment is replaced before the end of its life

- Old underground primary wire is being replaced before it fails

- Transformer loads are monitored and replaced before they become overloaded
- Equipment such as meters are replaced when problems are discovered
- Poles are tested and treated every 10 years

4 Tree trimming is done on an annual basis

- System inspection is done each fall
- Members report tree trimming issues
- Most trimming is done by Salem Electric crews
 - Back lot, complicated trimming and tree removal are done by a licensed contractor

5 Outages are reviewed annually to look for trends and problem areas

With this process in place we plan to continue to provide the reliable service you are accustomed to. 📍

Improved Performance

Performance Tested Comfort Systems (PTCS) is a regional program that was designed to ensure that duct systems and heat pumps in single-family homes will deliver the greatest energy savings possible.

Duct Sealing

Duct sealing ensures that the air you have paid to heat or cool travels through your home's ductwork with a minimal amount of leakage. When your ducts are properly sealed, conditioned air is getting to the rooms you occupy, rather than leaking into your crawlspace or attic. Duct sealing is important for both new construction and existing homes.

Heat Pumps

Heat pumps come in many different efficiency levels. Salem Electric offers incentives for those that are the most efficient; rated at 9.0 HSPF or better. PTCS provides step-by-step support to contractors to ensure that your new heat pump has been commissioned and configured to deliver conditioned air to

its greatest potential. As part of the PTCS program, contractors must:

- Perform specific calculations to ensure you install the right size heat pump for your home.
- Program the system to avoid using less efficient resistance heat, when appropriate.
- Adjust the air flow through the heat pump to make sure efficiency, comfort and reliability are achieved.
- Ensure the correct amount of refrigerant has been charged into the system.
- Seal the ducts if more than 50% of the ductwork is in unconditioned spaces.

Benefits of the PTCS program

The PTCS program trains professional installers and provides quality assurance

measures including installation inspections. Only PTCS-certified contractors can provide PTCS-qualified duct sealing or heat pump installations.

Certified installations are tracked in the PTCS Registry. This registry is a regional database that tracks contractor performance over time and produces certificates required for some state tax credits.

Make sure you receive a highly efficient system by hiring a PTCS certified contractor.

To learn more, contact our Member Services Department, 503 362-3601 or se@salemelectric.com.

Salem Electric pays 50% of the cost of having your ductwork PTCS tested and sealed if you have an electric furnace or a heat pump.

You can also get a \$1,000 incentive or a 5% interest loan to install a PTCS-certified heat pump through Salem Electric's heat pump program. 📍

from DECEMBER 21, 2011



Presented by:

Carl E. Beach

Carl Beach
Secretary/Treasurer

FEBRUARY 2012

Net Metering: The board was updated on Salem Electric's net metered projects, including 17 photovoltaic and one wind generation project. SE staff is involved from start to finish by providing program details up front and inspecting the projects upon completion.

Retirement: The board thanked Helen Findley for her 26 years of service as SE's Special Services Representative and welcomed her replacement, Britni Davidson.

Auditors: The Board was reminded that they will be meeting with our auditing firm prior to the regular January board meeting to review any questions they have about the 2012 auditing procedures and process.

Board Action: The board voted to forfeit to the cooperative unclaimed capital credits totaling approximately \$178,000 for part of 1989 and all of 1990 and 1991.

UPCOMING BOARD MEETINGS

February 28 March 21 April 24

BOARD OF DIRECTORS

Jeff Anderson President	Jim Dyer Vice-President	Carl Beach Secretary/Treasurer	Jerry Berger Alicia Bonesteele	Paul Ennor Joe Van Meter
----------------------------	----------------------------	-----------------------------------	-----------------------------------	-----------------------------

All board meetings are held at 7 PM at Salem Electric, 633 Seventh Street NW, Salem, Oregon



Helen Findley Retires

After 26 years at Salem Electric, Helen Findley is retiring January 31, 2012. Helen spent her entire career as the Special Services Representative, administering SE's heating assistance program. The program grew from assisting a few dozen members in 1986 to over 1,200 in 2011.

Helen will be missed by all of us at SE and by the thousands of SE members she has assisted over her career.

Helen and her husband Iven plan to spend much more time with their grandchild in retirement. ■

ALICIA BONESTEEL, Director



Holiday decorations are packed away for another year and here we are in 2012. Where did 2011 go? The end of the year is especially known as a time of giving, and the need has been great. Many letters have been received requesting help in our community. We scurry around deciding how much our wallet can help. These needs cannot be boxed in storage.

Salem Electric never stops participating in community needs, of all kinds. We, as members, must be proud of our cooperative and what it contributes to the Salem-Keizer community. It's what co-ops do. You need to read the following to grasp how your utility has worked for all of us in 2011 and for an update on the employees.

Members and Community

- Scholarship program for SE members
- Participated in Leadership Youth Program
- Assisted 1,212 qualified members with heating assistance
- Informational booth at home shows
- Installed holiday decorations and banners in West Salem
- 5th Annual MDA Golf Tournament raises \$1,400
- United Way campaign collects over \$4,700 in donations & pledges
- Approved payment of \$1.7 million in revolvment for members

Sponsorship and Participation in Community Activities

- Festival of Lights Parade, Read Across America Day, Easter Seals Bloomfest, Marion-Polk Food Share, Oregon MATHCOUNTS competition, Salem Art Association, Salem Art Fair, Oregon Symphony in Salem, YWCA Women Helping Women Event, The Salvation Army Bell Ringing and Toy Drive, West Salem Little League, Keizer Youth Sports, Keizer Safety Open House, West Salem Spring Resource Fair, A.C. Gilbert's Discovery Village, Assistance League, Mid-Valley Mentors, Liberty House, Willamette Heritage Center, OR State Hospital Museum, Victim Offender Reconciliation Program, World Beat Festival, Patriot Day, Meals on Wheels, American Red Cross, Iris Festival, Family Building Blocks, Summer Concert Series, Salem Senior Center ... just to name a few!

Special Awards

- 3rd year in a row — NWPPA 2nd place Safety Award
- 1st place NWPPA Excellence in Communication Award

- January 2011 and October 2011 — 15th and 16th No Outage Months for SE

Employees

- Greg Scharn replaces Susan Blount as SE's accountant
- Larry Wilson retires after 33 years
- JB Phillips hired as the new engineer
- Cindy Lenker wraps up a 32 year career at SE and heads to Haiti with husband Bud to join a ministry team
- Michele Adkins promoted to administrative assistant
- Eric Weekly brought back three trophies from the Pacific Northwest Lineman Rodeo
- Terry Kelly promoted to assistant general manager
- Rosemary Tevlin joins SE as administrative services coordinator
- Sandra Cruz promoted to accounting assistant
- Darin Jacobsen begins training as an apprentice meterman
- Ben Hardwick promoted to apprentice lineman
- Jason Bruce promoted to groundman position