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The Lakeview Light

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lakeviewlight.com

The Newsletter of Lakeview Light & Power

Spring, 2015

Annual Meeting ~ Commitment to Customer Satisfaction Emphasized

Lakeview Light's 93rd Annual Meeting took place at Clover Park Technical College on Mar. 24.

The meeting opened with a flag ceremony by Clover Park High School's Junior ROTC Color Guard, followed by a prayer by Pastor Paul Zeigler of Prince of Peace Lutheran Church.

Highlights of the meeting included the yearly scholarship presentation, a question and answer discussion with Lakewood Interim Police Chief Mike Zaro and a report from LLP General Manager Ray Grinberg.

Parker Durr, a senior at Bellarmine High School, is this year's scholarship winner.

In his Q & A, Chief Zaro emphasized the importance of communication in the police department. "Communication is the biggest part of our job," he said. "We have to deal with people who are under high levels of stress and are at a very low time in their life. Being good communicators is one of our top priorities."

That's one of the reasons that LPD officers seldom have to use force, he added. In 2014, the department responded to 51,000 calls and made 2,700 arrests. "There were only 105 instances when we had to use force," he said.

Zaro added that citizens can contact the department at any time in non-emergency situations by calling 253-798-4721.

The focus of Mr. Grinberg's report was LLP's commitment to giving back to the community. "We're part of this community and we believe that it's always better when we're all working together," he said, as he presented a check for \$5,000 to

the Lakewood YMCA.

He added that LLP has re-joined Lakewood United and will participate in the weekly farmers market again this summer with information about energy efficiency and other topics.

The company is also committed to customer satisfaction, Grinberg said. As a result of a recent phone survey, several changes are planned. "The results we got from that survey will drive our efforts," he said.

"One thing many of you asked for was to pay your bills online or by phone – and not to be charged a fee for paying with a credit card," he said. "We're locked into some vendor contracts right now, but we're

working on some new systems that we think will be better for everyone."

He also talked about how LLP is trying to hold down costs. "We reduced our staff by 12-15 percent and have found ways to have real savings at the bottom line," he said.

Still, the company needs to make investments in new technology. Over the next five years, LLP will replace every meter in its system with more efficient models. "We're also replacing aging infrastructure and planning capital improvements at some substations. It's all part of our commitment to keeping the lights on," he said.

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LLP Board of Directors (l-r): Sec'y. Robert Estrada; Pres. Tom McDonald; Laura Speight; G.M. Ray Grinberg; Vice Pres. Linda McDermott and Treasurer Bob Schibig.

Annual Meeting ... continued

President Tom McDonald noted that BPA plans to increase its rates this fall. "But we have no plans to increase ours," he said.

Grinberg encouraged customers to contact him with questions or problems. "Any time you're in our office my door is always open and I'm very happy to talk with you," he said.

Results of the 2015 election determined that long-time board member Linda McDermott was re-elected.



LLP Vice President Linda McDermott (left) with scholarship winner Parker Durr and President Tom McDonald.

Board of Directors Meetings ~ Visitors are welcome

LLP members are welcome at the monthly meetings of our Board of Directors.

Upcoming board meetings are tentatively scheduled at 4:30 p.m. April 20, May 18 and June 22. If you would like to attend, please call us at least a week before the meeting to register.

Energy Efficiency ~ Power Strip Give-away

In March LLP began a new energy efficiency program, giving away Advanced Power Strips to our customers. Everyone who attended our Annual Meeting received a free power strip and also a free LED light bulb. We're also providing power strips to public schools in our district.

These Advanced Power Strips eliminate energy loss by powering-down or cutting power on unused devices.

If you haven't yet received your new power strip, please stop by our office any time during regular business hours to pick one up. They're an easy, simple way to combat energy waste.

General Manager's Corner ~ A message from Ray Grinberg

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Recently we conducted a telephone survey of our customers. We spoke with 330 households in our area and we learned what you like about LLP and where we need improvement.

Overall, you think that LLP is doing a pretty good job. You gave us high ratings for reliability and restoring power quickly when there's an outage.

We also learned that we need to work on offering more payment options and we need to improve our customer service.

We also need to do a better job in communicating about

things like our rates and fees. And we need to provide you with more information about energy efficiency.

You also told us that you'd like to be able to see year-to-year or month-to-month usage comparisons either on your bill, or online.

I want to thank all of you who responded to the survey. Your responses are very important to us and we appreciate your taking time to help us learn how we can better serve you. Your answers will drive our actions for years to come.

Project Help

Even though we had a mild winter and temperatures are rising with the coming of spring, many of our customers still struggle to make ends meet. Project Help assists many of these families in paying their power bills.

In 2014, total contributions to Project help came to \$8,162.64. That included \$2,720.88 contributed by LLP customers and members. This year, through Feb. 28, we have received just \$497.26, which LLP has tripled, for a total of \$1,491.78.

Donations have been very low the past two years but the need has not diminished. Please consider making a contribution to this important program. Just fill in the box on your enclosed statement. *We thank you for your generosity!*



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Find Your Account Number, Win \$20

In each issue of *The Lakeview Light*, we hide five randomly chosen account numbers (like 12345-678). If you find yours, call us at 584-6060 before the next newsletter is published and you'll receive a \$20 credit on your next bill. James Getty, Chillis Nickleberry & James Yi won last time.

Good luck!

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**Lakeview
Light**

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Please send comments or
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