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The Lakeview Light

lakeviewlight.com

The Newsletter of Lakeview Light & Power

Summer, 2015

General Manager's Corner ~

Meter Replacement Program to Begin Soon

Later this summer, Lakeview Light will begin replacing every meter in our system with new "advanced" meters. It will take us about five years to replace each and every meter.

The new meters will provide us with more and better information that we can use to better serve our customers. We'll also be able to provide you with information on how you use electricity in your home or business such as daily and hourly consumption.

The meters will send us hourly information via wireless communication and can be read remotely from our office, which is more efficient and cost-effective than having a meter reader physically read the meter each month.

We'll also be able to use this metering technology to pinpoint power outages more accurately, which

should help us find outages and restore power more quickly.

The new meters are also needed to accommodate the new commercial rate structure we implemented earlier this year.

We'll start the replacement program with our largest commercial customers and then gradually expand it to include our remaining commercial and residential customers.

We want to remind you that, although the meter base belongs to the customer, the meter itself belongs to LLP.

We'll give you periodic updates on the meter replacement program.

Energy Efficiency ~

Visit Us at the Farmers' Market



Lakeview Light & Power will be at the Lakewood Farmers Market July 21 and August 18.

We'll have information available on our current residential and commercial conservation rebates.

At this time Lakeview is offering \$800-\$1200 rebates to qualified residential customers who chose to install a ductless heat pump.

On the commercial side we have rebates available for lighting and HVAC upgrades. Please come by our booth for free give-aways and to learn more about these programs.

Holiday Closures

Our office will be closed the following dates:
 Labor Day – Sept. 7 and
 Columbus Day – Oct. 12

Scam Alert

LLP customers should be alert to a scam currently being used throughout the U.S. and Canada.

Usually the scam involves prepaid debit cards, and it's often directed to customers with limited English skills.

The scammer calls a home or business claiming to be from the local utility, collecting on late bills.

The scammer says you are late with your payment and you need to pay immediately or your service will be cut off. The scammer instructs you to obtain a prepaid debit card right away and then call them back.

If a caller tells you to pay by prepaid debit card, this is a red flag. LLP accepts checks, cash and money orders – we do not accept pre-paid debit cards. Also we never solicit payments from our customers through threats or coercion.

If you feel pressured for immediate payment or personal information, hang up and call our customer service department at 253-584-6060. Also, never allow anyone into your home to check electrical wiring or appliances unless you have scheduled an

continued on next page...

Scam Alert ...continued

appointment or reported a problem. And always insist that utility employees show you proper identification.

For additional information on phone scams, visit bbb.org/council/bbb-scam-stopper.

Pole Replacement ~ Possible Traffic Slowdowns, Brief Outages

As part of our ongoing commitment to increase reliability, we are replacing many of our power poles. This summer LLP crews are removing a number of older poles in the McChord gate area. There may be occasional power disruptions and some temporary traffic congestion. Flaggers will be on the scene directing traffic, so please be alert and drive carefully. Remember, all this work helps keep the lights on. 120992-001

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 for July 27, Aug. 17, Sept. 21 and Oct.19 at 4:30 p.m. If you would like to attend a Board meeting, please call our office a week before the meeting so we can confirm the date and time.

Reminder:
Office Hours are Monday ~ Thursday, 7 a.m. - 6 p.m.

Our office is open Monday through Thursday, 7 a.m. - 6 p.m.

We process all payments the first thing in the morning and credit them to customers' accounts right away. This means that if you leave your payment in our drop box over the weekend, it will be processed first thing Monday morning.

As many of our customers requested in a recent survey, we hope to soon offer more payment options. We'll let you know when the new system is available.

If you have an after-hours outage or other electrical emergency, call 283-584-6060.

Receive Newsletters by Email

If you'd like to receive your Lakeview Light newsletter electronically, email us at LLP@lakeviewlight.com. We'll add you to our newsletter mailing list.

Meet Sean Morey - Our Summer Intern



Sean Morey, our summer intern, started working in our customer service department in May.

After working for many years as a heavy equipment operator, Sean decided to change careers and study accounting. At LLP, he's learning to process bill payments and helping with Accounts Payable and other customer service duties.

He says that there's a lot to learn about the public power industry, but he likes the fast-paced environment and attention to detail that working at LLP requires. "You can't be even one cent off," he said. "But I've always been good with numbers so I'm really enjoying this."

When he's not at work, Sean enjoys spending time with his wife Donna and 10-year old son Connor.

He's hoping that his internship might turn into a permanent position. "The people here are so supportive and helpful," he said. "I'd be happy to continue working here after this summer, if that's a possibility."

Project Help

Project Help needs your help.

Over the past several years, donations to Project Help have decreased dramatically. We ended 2014 with a total of just \$8,162.64. Two-thirds of that came from LLP's contribution. This year through April 30, we have received only \$1,117.95 in customer donations, which LLP has doubled.

Many of our customers - your neighbors - are struggling to pay their power bills, and even though it's summer the need is still urgent. Every contribution - no matter how small - helps them make ends meet.

We urge you to contribute to this very important program.

Thank you for your generosity!



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.

Good luck!

the Lakeview Light written and designed by Sunburst Studios.

Please send comments or story ideas to:

Lakeview Light & Power
11509 Bridgeport Way SW
Lakewood, WA 98499-3041
or email: LLP@lakeviewlight.com



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