



PRESS RELEASE

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Greg Booth, General Manager

CPUD Receives Community Service Award

Clatskanie PUD was recently awarded the Paul J. Raver Community Service Award at the Northwest Public Power Association's (NWPPA) Annual Conference and Membership Meeting. This award given to individuals or utilities that have shown ***superior leadership in the betterment of cities, locales, states, or regions.***

This award is the third top award presented to Clatskanie PUD in the last year. In September 2010, CPUD received the Tom Hougan Award for best overall communication efforts among the NWPPA utilities. In April 2011, CPUD received a First Place Safety Award from NWPPA by having zero recordable work injuries or illnesses for 88,614 total employee hours of exposure for 2010.

"We are quite pleased to accept this community service award. It is one of the top awards NWPPA presents to its members" explains Greg Booth, General Manager.

A summary of the application submitted is attached.



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Summary of application for Paul J. Raver Award:

Clatskanie PUD is much more than an electric utility – we are part of the community. From Rainier to Clatskanie to Westport, we sponsor community events, sports teams, festivals and more. Being out in the community and involved in different projects is part of the job and part of our strategic goals set by the Board of Directors. Community members each year enjoy seeing the Christmas decorations being hung by the PUD, the annual distribution of the PUD Calendar and Annual Report and even the distribution of bikes to needy families. You can find us at local school Career Days or doing electrical safety demonstrations at fairs and pre-schools. When customers need assistance, we are able to offer the service of Share the Warmth funds. Bottom line, the PUD is committed to helping and being an integral part of the communities we serve.

The PUD also helps the local area by being actively involved in economic development. The PUD employs 40 family wage-earning individuals who in turn spend their money at local business. The local economy is also helped by the construction of our new headquarters facility presently underway in Clatskanie. Additional economic development and job creation has been spurred by the PUD through a joint effort with a local broadband company to bring high speed internet to the underserved rural customers. Partnering with private business, governmental agencies, utilities and other groups and organizations is critical in the PUD's vision of creating economic advantage for the communities served by the PUD and the surrounding region.

Looking out for our customer-owner's best interests in another way the PUD is committed to the community. Our mission statement is "To Be the Best the Pacific Northwest's Leading Public Power Innovator." What does that mean exactly? Management and staff use creative and innovative thinking to solve problems and look for ways to benefit the customer-owners and the utility. We strategize and make sure the utility is ready when opportunities arise. Take for instance, the partnership in the Arrowrock Hydroelectric Project in Idaho and the Wauna co-generation project at the Georgia Pacific Wauna Paper Mill. These projects already satisfy the PUD's requirements to meet the Oregon Renewable Portfolio Standards for 2025. Having steam, hydro and gas in our power supply portfolio helps secure low and stable prices for customers over the years. We are proud to say we have the lowest electric rates in Oregon and amongst the lowest in the nation.

How do we measure success? At Clatskanie PUD, we value our customer opinions. We feel customer service performance is a great way to measure success. In 2010, our customer comment cards reflected excellence in that area. We received 100% positive comments and our positive scores have increased from 68% to 100% since 2007. We pride ourselves in great customer service and it starts with the people on the front line answering the phones and continues throughout the PUD to those who process payments, read meters, services our equipment, builds power lines or manages our finances. We are an efficient team working together to accomplish the goals set forth by our General Manager and our Board of Directors and it shows by the support we receive from the community.



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List of activities Clatskanie PUD has been involved in aimed at promoting the betterment of Clatskanie and surrounding communities

Civic Projects

- Canned food drive
- Hanging of banners
- Hanging of Christmas decorations
- Heritage Days in Clatskanie
- Rainier Days in the Park
- Cleaning and painting of the Flippin Castle porch and front steps

Clatskanie Senior Center Board of Directors

Clatskanie Health and Safety Fair

Rainier Children's Fair

Clatskanie Chamber of Commerce

Rainier Chamber of Commerce

Columbia County Economic Development Council

Columbia County Homeland Security Emergency Management Committee

Electrical Safety Training for fire department and police (first responders)

Electrical Safety Demonstrations for groups and schools

Career Day at local schools

Partnering with Georgia Pacific for energy efficiency projects and advertising

Marketing and Advertising

- Brochures, portfolios and promotional goods for customers
- Annual Report and calendar
- Energy efficiency campaign with rebates and appliance recycling
- Utilization of newspaper, internet, trade magazines and radio