



POWER NOTES

The newsletter of Mission Valley Power, 36079 Pablo West Road, P. O. Box 97, Pablo, Montana 59855 (406) 883-7900

January/February 2010

CFL Disposal -

Drop Off Stations

Mission Valley Power is now participating with local businesses in order to provide customers a means to dispose of their Compact Fluorescent Bulbs, four foot and eight foot fluorescent lamps.

Drop off stations for compact fluorescent bulbs (CFL's) are:

Hot Springs - Gambles

St. Ignatius - Gambles

Ronan - True Value or Ace Hardware

Polson - True Value or Ace Hardware

Pablo - Mission Valley Power

Larger 4' and 8' fluorescent tubes may be disposed of at Mission Valley Power in Pablo.

We want to thank all these businesses who have opted to participate with Mission Valley Power in this endeavor! We encourage you to thank them as well! If you have any questions or concerns about the bulbs, please contact MVP.

Utility Work Ahead

Give a break to **Utility Work Ahead** signs! Remember, these signs are for your safety and the safety of Mission Valley Power employees also! MVP employees are working around high voltage. The domino effect of an accident is not good. Pay attention to the **Bright Orange Signs!** They are a safety warning! Thank You!

Annual Meeting

Our Annual Meeting will be in April of 2010. Check back with us, or read the newspapers for the exact day and time. As customers have come to expect, door prizes are for everyone and grand prize drawings are a certainty!

About Fuel Assistance

This is just a friendly reminder for those customers who are receiving LIEAP (Low Income Energy Assistance Program).

Each LIEAP customer receives a letter stating the amount of assistance they can receive. The letter also gives them instructions as to what they must submit in order to receive the amount of assistance that is set aside for them.

Some customers will need to **turn in their entire MVP bill every month.**

LIEAP programs offer assistance in paying for *heating fuel* during the winter months. This means that you would probably not see November 1st usage until the December bill. *The billing date is not the same as the usage date.* See the portion of the bill below that shows the dates of electrical *usage* that this bill covers. The billing date is December 8th (at top right corner of the bill.)

Since fuel assistance is designed to help with *winter heating*, if a customer has an outstanding balance prior to Nov. 1st usage, *the customer is responsible for that amount.*

For example, John Smith receives a bill dated November 16th. This bill covers electrical usage from October 12th to November 13th. The only portion of this bill that LIEAP will cover is November 1st to November 13th. Smith's December 8th bill covers usage from November 3rd to December 3rd, so all of this bill is covered by LIEAP.

The LIEAP offices are swamped with applications this year. There is an approximate 45- day turnaround from the time paperwork is submitted to the time a customer is deemed eligible and payment is made. ***The LIEAP program will only assist with heating beginning with the time the application is received. They will not pay retroactive to the beginning of the winter season.***

If you have any questions about your LIEAP program, call your LIEAP office. If you have questions about your power bill, call MVP at 883-7900.

MVP Phone Numbers

Main Office: 883-7900
 Customer Svc: 883-7900
 Engineering: 883-7950
 Dispatch: 883-7940
 After Hours: 883-7972

Happy New Year!

Meter	Type	From	To	Days	Prev Read	Pres Read	Usage	Mult
T02912	KWH	Nov 03, 2009	Dec 03, 2009	30	34675	36123	1448	1

Location:
 Service Address:
 Service Description:
 Rate Schedule: 010

Detail of Charges:
 Base Charge 7.50
 1448 KWH @ 0.04988 72.23

Hooking Up Generators

Many customers own generators that are used for camping or hunting trips. If you plan to hook up your generator in the event of an outage, make sure that it is correctly connected to your home AND make sure you notify MVP. A generator can produce electric power back onto a line causing it to be energized. Our linemen can be seriously injured if they are working on a power line that they believe is de-energized. Call MVP's Dispatch Office at 883-7940 or after-hours 883-7972 if you are hooking up your generator.

Net Metering

If you are generating power, at any level, please contact the Engineering Manager at MVP at 883-7944 to enter into a Net Metering Contract with MVP. Again, this is both for your safety and the safety of MVP.

Conservation Program

Now is a good time to consider replacing your old refrigerator. If you purchase a new Energy Star refrigerator, you'll receive a \$50.00 credit on your MVP account. We also have an Early Retirement Refrigerator Program. If you contact a certified recycler for recycling your old refrigerator, we'll give you another \$50.00 credit on your account!

Recyclers are all in Polson:
Appliance Care
Lake County Landfill
Schulz Refrigeration

Customer Survey

A Customer Survey by phone will be conducted sometime this spring. Participants are selected on a totally random basis. If you have an unlisted phone number, you will not be among those that are contacted. Please know that this is a legitimate survey conducted not by MVP but by a company that we hire to conduct the survey. We ask that you give us your input in order to provide you with better service!

Correction

In the last issue of *Power Notes*, instructions were given to customers to protect their appliances and home electronics by purchasing a Universal or Uninterrupted Power Supply (UPS). The instruction should have been to encourage customers to purchase reliable surge protectors. Most surge protectors come as plug-in units and are relatively inexpensive.

Remember, surge protectors need to be replaced periodically as they lose some of their effectiveness each time they stop a voltage surge. The UPS is a device that has batteries in it and produces power for a computer for a short period of time. Its purpose is to provide enough power for the user to store the information they have on their computer so it can be retrieved when power is restored.

If you have very expensive equipment, it is advisable to get the help of someone well versed on the types of protection available.

For more information, visit the website www.surge-protectors.org or speak to a knowledgeable computer supplier as to how to protect your computer equipment.

Can MVP Disconnect My Power During the Winter?

Yes. There are certain circumstances that MVP will consider before disconnecting power. Disconnection is determined on a "case by case" basis. If you receive a final notice by mail, a courtesy reminder phone call or an orange or green door hanger, please immediately call MVP at 883-7900. **Communication is the key!** Never assume that we have all information about you and your particular situation.

What To Do When the Power Goes Out

1. Check your breaker box in your house and then at the meter. Has it tripped? If it has, reset your breakers by pushing hard to the "off" position, then back on. Do this both inside at your panel box and outside at your meter.
2. If that doesn't work, check to see if your neighbors have power. Are street lights out? Do you see any lines down? **Never go near a downed line.**
3. No power yet? Then call MVP. During working hours, you may call 883-7900. Outside of regular working hours, 7 days a week, call our emergency number 883-7972. We are available during holidays as well, so don't hesitate to call!
4. When you call MVP, tell us your name, the address that is out of power and the closest crossroad next to your address, and your account number. If you heard any type of unusual noise, let us know. A big "bang" might be an indication that a transformer near you blew up. Or maybe a loud "crack" means that a tree fell on a line somewhere close to you.
5. Bundle up. And don't worry about your food spoiling in the refrigerator or freezer. Food will last in the freezer for at least 24 hours - if you don't continuously open it.
6. Keep a battery operated radio on hand to listen if there are any reports on the outage.
7. Turn off all appliances when the power is still out. When the power is restored, it will help to keep the power on if it doesn't require an immediate full load. It would be helpful if you gradually turn on your appliances, one by one rather than all at once.
8. Turn on your porch light so when the power is re-energized, our lineman is able to tell that power is on at your house.

Happy Valentine's Day!