

YOUR WINTER GUIDE

WINTER STORM PREPAREDNESS

CPI's mission is to provide members with reliable service – day and night. Employees are constantly at work maintaining equipment, removing trees from rights-of-way, and upgrading the cooperative's power system.

Despite our best efforts, severe and unusual weather can wreak havoc and cause a power outage that can last for hours or days. Snow and ice, high winds and lightning are a few examples of natural conditions that can seriously damage power equipment in a large area. Even with crews working around-the-clock, repairs are time consuming, difficult and often dangerous.

In advance of the winter storm season there are several things that you can do ahead of time to prepare and protect your family in the event of an outage.

PREPAREDNESS STARTS WITH A PLAN

► To help members get started, CPI has developed a winter preparedness checklist. The checklist and additional resources are available at the Outage Preparedness page on our website cpi.coop/safety

UPDATE YOUR CONTACT INFORMATION

► Ensure CPI has both your email and phone number in our system. We rely on this information to communicate with you during outages. If you are unsure if CPI has the correct contact information on file, please give us a call.

SIGN UP FOR LOCAL EMERGENCY ALERTS

► The OR-Alert website directs users to the sign-up page for each county's emergency alert system. In the event of an emergency, you will receive text or email alerts from your county's office of emergency management. Get lifesaving alerts and instructions during emergencies to help you and others stay safe. Sign up today at: oralert.gov



REPORTING AN OUTAGE

Reporting an outage has never been easier. Please report any outage using one of these three options to ensure the outage management system has all the information needed to restore your power as quickly as possible.

- ⚡ Report outages by calling the CPI outage number at **800-872-9036** and press option 1.
- ⚡ To report an outage on www.cpi.coop, log in to SmartHub. Once you are logged in, click on **"Report an Issue/Inquiry"** and then select **"Power Outage."**
- ⚡ For mobile app outage reporting, log in to your account. Press the right arrow. At the top of the app select **"Report an Issue/Inquiry,"** and then select **"Power Outage."** You can download the mobile app by searching for SmartHub in the Apple and Android app stores.

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WHEN POWER IS OUT



CPI's phone outage management system lets you easily report an outage from your home telephone and hear any information we have about an outage. It handles hundreds of incoming calls and reduces the chance you will get a busy signal. **When power is out, call our main number and press 1 to report the outage.**

The Integrated Voice Response matches the phone number we have for you to your address. Your call generates an outage ticket for CPI's outage response. You will hear a message with information CPI has about the outage.

You also can leave a voice message to report specific outage information you may have.

Important: CPI must have an up-to-date telephone number where you receive service. To update your telephone information, call one of the phone numbers above and press option 2. Have your CPI account number available.

REPAIR PRIORITIES



Because transmission lines and substations must be properly working before distribution lines, tap lines and services can work, Consumers Power will repair transmission lines and substations first.

Next come main distribution lines. Repairing these lines restores power to a large distribution area. Then, tap lines can be worked on.

Repairing a single tap line might restore service to several individual services. With all of the feeder lines in the area repaired, individual services can be worked on next.

Following these steps allows CPI to restore service to as many people in as short a time as possible.

The next time you see a CPI repair crew, be sure to wave. They are often working under difficult conditions. We believe they are among the best in the industry.



CPI PHONE NUMBERS (24-HOURS A DAY):
(541) 929-3124 or (800) 872-9036

OUTAGE TOOL

If you do find yourself without power, visit our new outage tool at outage.cpi.coop. Our outage tool displays street-level detail of outages, and provides real-time updates, and estimated restoration times.

Summary	Outage	Planned
Out Now	Affected	
7 Crew Assigned	0 Crew Assigned	0 Crew Assigned
2 Crew Assigned	0 Crew Assigned	0 Crew Assigned
1 Crew Assigned	0 Crew Assigned	0 Crew Assigned

WINTER SAFETY ❄️

- Always assume downed or broken wires are live. Stay away from them.
- Contact with a power line can kill. Even walking near one that is energized—you may not be able to tell—can be dangerous. **Stay away!**
- If a person is in contact with a live wire, do not touch or try to move that person until the line is de-energized.
- Do not try to put out a fire with a line on the ground, even with an extinguisher. This can create a path for the electricity to travel to you.

