

We are sorry.

Dear EPUD Customer-Owners,

Over the past month, many of you have voiced concerns about high electric bills and the tiered rate structure that was implemented in April 2017. Your phone calls, emails, and public statements helped us realize we did not adequately prepare you for the impact this structure could have on bills during winter months. We also did not clearly communicate why we felt this was the right thing to do.

We fell short here, and for that, we are truly sorry.

We want you to know the rate restructure was done to save money over the long run for the utility, and ultimately for you as our customer-owners.

Your feedback caught us by surprise, but we have heard you. That's why we are taking the following steps to make this right for those who were impacted by high bills.

EPUD will:

1. Waive all late payment fees related to the December and/or January bills.
2. Replace December and/or January bills with a lower balance due by enrolling you in our Equal Pay program retroactively.
3. Offer extended payment arrangements for those who would rather pay the amount billed but need extra time to do so.
4. Convene EPUD's Citizen Advisory Committee on Finance and Rates six months early to analyze the impact of tiered rates and make a recommendation to the Board of Directors by April 2018.

As a not-for-profit, public power utility, we exist to serve you. We take our mission to provide low-cost, reliable power very seriously. If you would like to take advantage of the options listed above, or have questions or comments to share, please contact us at **541-746-1583** or **customerservice@epud.org**.

Thank you,



Scott A. Coe
General Manager

