



Citizens' Utility Board of Oregon

921 SW Morrison, Suite 511

Portland, Oregon 97205

Phone 503-227-1984 ♦ Fax 503-274-2956 ♦ E-mail cub@teleport.com ♦ www.oregoncub.org

January, 2001

Dear Fellow Citizen,

It's true. Oregon's largest phone company overcharged its customers for over four years.

Hard to believe? Not if you're a customer of US West. The company has been gouging its customers since 1996. Now, thanks in part to the hard work of CUB and its members, US West has had to pay the extra money back.

So if you're currently a US West customer, you should have already received a bill credit for \$123.92 or more!

No longer a US West customer? No problem. If you were an Oregon customer for any six month period after May 1996, you're still eligible to receive this credit. Simply call US West (now Qwest) at 1-800-244-1111 or visit CUB's website at www.oregoncub.org for details on how to get it. But hurry! You have to mail in your claim by January 20th to qualify.

This refund was made possible in part because people like you all across the state believed in the work CUB does. CUB members helped fight US West for this refund in court, in the legislature, and in the media for four long years.

Our members took a leap of faith ... and I invite you to join them by reinvesting a portion of your refund in CUB today. Become a member with your gift of \$15, \$25, or \$50, and you'll help us keep fighting greedy private utilities. As an added bonus, your gift will qualify you for a free subscription to our quarterly newsletter, The Bear Facts, to keep you up-to-date on utility shenanigans and what CUB is doing about them.

Never been a US West customer? Even so, CUB is one of the most effective consumer organizations in the state. It was founded in 1984 by Oregon voters to put an end to sweetheart deals that padded utility rates. Since then, CUB has saved Oregonians over one-and-a-half billion dollars in rate reductions and refunds from utilities. Now *that's* unbelievable.

But it's absolutely true. On average, CUB saved ratepayers \$100 million per year. That's a savings of over three dollars per second.

In its very first year of existence, CUB stopped a plan that would've cost ratepayers \$80 million. It helped win a \$162 million rate reduction from US West in 1987 ... \$210 million from Portland General Electric (PGE) ... \$141 million from Enron when it merged with PGE ... and in 1999, \$51 million from ScottishPower when it merged with Pacific Power. And that's just the start. CUB has also won important policy victories that protect:

- ◆ the environment;
- ◆ consumer privacy; and
- ◆ low-income Oregonians.

Still not a believer? Last year, CUB scored two huge victories over PGE and Pacific Power:

- **Trojan Case Settled.** After eight years of wrangling before the Public Utility Commission (PUC), in the courts, and the legislature, CUB forced PGE to stop billing its customers for profit on power they weren't getting from the long-defunct Trojan nuclear power plant. PGE customers will see a \$10.2 million rate reduction, with additional reductions through 2011.
- **Pacific Power Rate Hike Slashed.** A year ago, Pacific Power (PacifiCorp) was demanding a whopping 18.6% rate hike -- roughly \$88.2 million. CUB's research and analysis, however, forced the company to settle last September for a mere 2.3% rate hike.

In other words, CUB slashed a rate hike that would've cost each customer \$11 per month to less than \$1.50 per month. That's a job well done.

I know you believe in the principles for which CUB fights -- fair rates, good service, and a better environment. But CUB can't fight for them without your help.

In fact, 80% of CUB's funding comes from its 6,500 loyal members across the state. The rest comes from grants -- not a single dime comes from the government.

You see, the utilities can spend tens of thousands of dollars on lawyers, economists, and other "experts" to lobby the Legislature and the Public Utility Commission to raise your rates -- and bill it all to you, their customer.

We don't have that luxury. Yet we have to fund our work, day in, day out, even when public awareness of it isn't very high.

That's why I'm writing to you today. CUB's strength is determined by the size of its membership. To help, all you need to do is join. Your membership gift of \$15, \$25, or \$50 will help us in the months to come. This year, our tiny staff of four will be fighting six rate cases simultaneously, including the following:

- PGE wants to raise rates 13.5%.
- PGE and Pacific Power are both filing rate cases in response to Senate Bill 1149, the electricity restructuring bill. Pacific Power wants to raise residential rates more than 30%! CUB will fight that proposal and monitor both cases closely to make sure that consumers get the protections guaranteed by the bill.
- US West (now called Qwest) wants to raise the price of basic local residential telephone service from 20%-40%, depending on where you live.

CUB has taken all these cases on, and will fight them on your behalf. And even though we're up against giant corporations with deep pockets and legions of slick lawyers, we'll make a difference.

Unbelievable? Not at all. Just ask US West.

Faithfully,



Bob Jenks
Executive Director

P.S. I know you believe in fair rates, better service, and a clean environment. Send in your gift of \$15, \$25, or even \$50 and help me fight for them -- today!

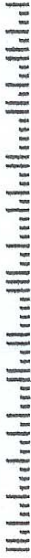
Bob Jenks
Citizens' Utility Board
921 SW Morrison, #511
Portland, OR 97205



Believe It or Not ...
Your phone company might owe you \$126.73! See inside!

**

Benjamin Chambers
3114 NE 47th Ave
Portland OR 97213-1823



YES! I believe!

CUB clobbers big private utilities when they overcharge me. Here's my **membership gift** to help CUB keep fighting for low rates, good service, and a better environment!

DMAG-1.01

Phone _____
E-Mail _____
<input type="checkbox"/> Please keep my donation anonymous.
<input type="checkbox"/> Bill my Visa/Mastercard
Card #: _____
Exp. Date: _____
Signature: _____

NOTE: Because CUB lobbies on behalf of ratepayers, contributions are not tax-deductible.

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