

October windstorm causes widespread outages

Chugach thanks members for patience during worst storm in several years

A storm packing hurricane-force winds swept through the Anchorage area early on the morning of Friday, Oct. 10, toppling trees and leaving thousands of Chugach consumers without power. It was the worst storm of its type for the utility and its members in several years.

The wind had been predicted to hit around 80 mph, but the storm turned out to be much stronger. The wind began blowing during the evening of Thursday, Oct. 9, and by midnight gusts had increased



Some customers had to call in an electrician to repair the damage done to their facilities before Chugach could restore power.

to hurricane force. The worst of the winds reportedly exceeded 100 miles an hour.

Around 3 a.m. Friday, Chugach began receiving calls about outages from falling trees. Many small and individual outages were reported, as well as some that tripped distribution feeders at substations, leaving neighborhoods without power. By about 6:45 a.m., six different substation breakers had locked open and approximately 5,500 customers were without power.

Many Chugach customers across the Hillside lost power, as did others in Muldoon and West Anchorage.

The outage numbers peaked at more than 20,000 customers about 7:20 a.m., when a large tree blew into a 34,500-volt subtransmission line that runs south from Chugach's University Substation along Tudor Road to feed four neighborhood substations. When the line shorted

out, customers served by the Dowling, O'Malley, Huffman and Hillside substations lost power. Fortunately Chugach has redundancy in its subtransmission system. By about 8 a.m. dispatchers had succeeded in restoring power to the substations. Although the individual breakers that had locked out due to problems on feeder lines remained out of service.

Strong winds continued to blow until about noon Friday. An assessment of the damage revealed significant damage – including broken poles, downed wire and hundreds of fallen trees lying across primary and secondary lines.

Once the damage assessment was complete and immediate safety issues addressed, Chugach mobilized all available crews to begin restoring service. In addition to using all available employees, Chugach called in electrical and tree-clearing contractors. As happens in times of trouble, other utilities that were not hit as hard offered assistance that was gratefully accepted. Crews from Anchorage Municipal Light & Power and the City of Seward helped respond to Chugach outages.

Most customers were back on sometime Friday; however, crews worked safely in dark and often dangerous conditions through Sunday night to restore power to members. The storm created the types of outages that are time-consuming and difficult. It was not uncommon to find areas where many trees had fallen across a single span of line, necessitating hours to clear and install new wire. There



Often several trees fell across a single span of line, creating a maze of downed timber that needed to be cleared before wire could be installed.

weren't a lot of places where only a small amount of work could restore power to lots of customers. Due to the widespread damage, it was often difficult to provide individual customers estimates of how long their power would be out.

Up to 15 crews at a time worked on outage restoration. Managing the crews to ensure they were effectively utilized while maintaining everyone's safety was a challenge successfully met.

For the most part, customers were reasonably patient and understanding. Chugach received nearly 10,000 outage calls (many of them multiple reports of the same outage), and made approximately 4,000 calls back to customers to ensure power had been restored.

An estimated 28,000 Chugach customers were out of power at one time or another during the weekend of the windstorm. Damage to the Chugach system and restoration was estimated at more than \$400,000.

Outage tips

- **Stay away from downed power lines.** Even though the system is designed with fuses and breakers that should open during a short circuit, it's safest to treat every downed line as live.
- **Call and report your power outage.** Chugach knows if a breaker for a primary feeder opens at a substation, cutting power to hundreds of customers or more. We don't necessarily know your home or business – and your nearby neighbors – are out of power unless you call.
- **Use the Danger Tree Hotline.** Report dead and dying trees that could fall from outside the easement into a power line.
- **Use Chugach's Med-electric Alert program.** If you have electrically powered, critically important medical equipment in your home, ensure Chugach knows about it (and consider other options for when outages occur). Member Services can provide more information about Chugach's Med-electric Alert program.
- **Home generators.** If you're planning to install a home generator, have an electrician install a safety transfer switch that will provide visual verification your generator is separated from the Chugach system.

A list of contact phone numbers for these and other topics can be found on the back of every Outlet.

Streetlights on?

As you pass through your neighborhood, remember that children may be depending on streetlights as they walk to and from school, or wait on the roadside to catch a bus. If you notice a light that is not working, call Chugach's streetlight hotline at 762-7676.

Keep facilities clear

Chugach sometimes needs to get to the meter base at a home or business, or access other equipment located in easements to do repairs or maintenance. Members should maintain a clear access for a minimum of 3 feet in front of and on both sides of the meter base. There should not be storage sheds or attached structures, such as decks, around or enclosing the meter base. In addition, never build a deck or porch that encloses or puts an overhead service within reach. Please keep Chugach's equipment accessible to our employees. For more information, call 762-7655.

Update on recycling CFLs at Chugach

Recycling of compact fluorescent lights is limited to single household usage for Chugach members. For your safety place each individual bulb in a ziplock bag. Chugach will not accept broken CFLs.

Energy saving tips

It's time to be sure you've taken steps to save on your energy usage this winter. Have you:

- Purchased, installed and set programmable thermostats?
- Added insulation to the outlet covers on the outside walls of your home?
- Replaced regular light bulbs with compact fluorescent bulbs where possible?
- Checked to see if cold air is getting into your house? If your home is drafty, you may need to seal air leaks and add additional insulation.
- Covered your waterbed? You can save money by making the bed routinely and covering it with a comforter.
- Repaired windows? Even a small crack can increase your fuel bill. Got a loose window? Install weather-stripping to help keep cold air out of the house.

For more energy saving tips, go to Chugach's Web site at www.chugach-electric.com or call Member Services at 563-7366.

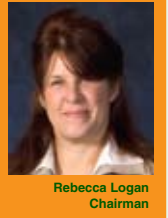


Your board at work

Your board is charged with the management of the business and the affairs of the Association.

Recently the board:

- On Oct. 22, all Railbelt Utility Chairmen were invited to participate in a meeting with the Alaska Energy Authority to begin the process of working together to secure the energy future for the Railbelt. Chugach, Homer Electric, Municipal Light & Power and Golden Valley Electric all participated in the meeting. Steve Haagenson, Alaska's new "energy czar" joined the group, as did Lt. Gov. Sean Parnell.
- Approved Board Policy 133, Identify Theft Prevention Program, which requires Chugach to implement an identity theft prevention program by Nov. 1, 2008.
- Approved a 1-year extension of a \$7.5 million line of credit with CoBank.
- Approved a \$10,000 contract with Kirkpatrick & Lockhart Preston Gates Ellis LLP for services that include providing legal advice pertaining to open meetings laws as well as other statutes and ordinances and leading a November Board workshop regarding the open meetings act.
- Voted to extend CEO Brad Evans as Chugach Electric Association's representative to the South Central Alaska Power Project Participation Committee and Senior Vice President, Strategic Planning & Corporate Affairs Lee Thibert as the alternate through November 2008.



Rebecca Logan
Chairman

Chugach Electric kids safety calendar

The Chugach Electric kids safety poster contest is over, and the winners have been selected.

Winning posters were selected for the front and back covers and for each month inside of the calendar. Chugach hosts the contest for the children of its employees and immediate family members. The calendar has been published annually for six years.

To receive a copy of the 2009 safety calendar, call 762-4736, or drop by Chugach's lobby at 5601 Electron Drive.



Calendar front cover winner,
Madison D., 12 years old

Contact us

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|--------------------------------|----------------------------|
| Main number | 563-7494 |
| Toll free | (800) 478-7494 |
| Member Services | 563-7366 |
| Member Services fax | 762-4678 |
| Business and commercial desk | 762-7876 |
| Credit | 563-5060 |
| Power theft hotline | 762-4731 |
| Danger tree hotline | 762-7227 |
| Underground locates | 278-3121 |
| Regulatory Commission of AK or | (800) 390-2782 276-6222 |
| To report a power outage | |
| In Anchorage | 762-7888 |
| Outside Anchorage | (800) 478-7494 |

Hours

Main office:
Monday - Friday
8 a.m. - 5 p.m.

Member Services lobby:
5601 Electron Drive
Monday - Friday
8 a.m. - 6 p.m.

Member Services
phone:
Monday - Friday
8 a.m. - 9 p.m.

The Chugach Outlet

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P.O. Box 196300
Anchorage, Alaska 99519-6300

Monthly residential service costs (based on 700 kwh)

| | |
|--|-----------------|
| Customer charge/month | \$ 8.00 |
| Energy charge \$0.06848 x kwh = | \$47.94 |
| Fuel adjustment \$0.006604 x kwh = | \$46.23 |
| (Fuel adjustment effective 10/1/08 - 12/31/08) | |
| Sub-total | \$102.17 |
| 2% MOA Underground Charge = | \$ 2.04 |
| RCC charge \$0.000362 x kwh = | \$ 0.25 |
| Total bill | \$104.46 |

Personnel policy

"It is a policy of Chugach Electric Association, Inc., to recruit, hire, train, compensate and promote persons without regard to race, color, religion, national origin, sex, marital status, pregnancy, parenthood, disability, veterans status, age or any other classification protected by applicable federal, state, or local law." Chugach is also an affirmative action employer.



Corporate Mission: Through superior service, safely provide reliable and competitively priced energy.

Corporate vision: Powering Alaska's future