THE BEAR FACTS

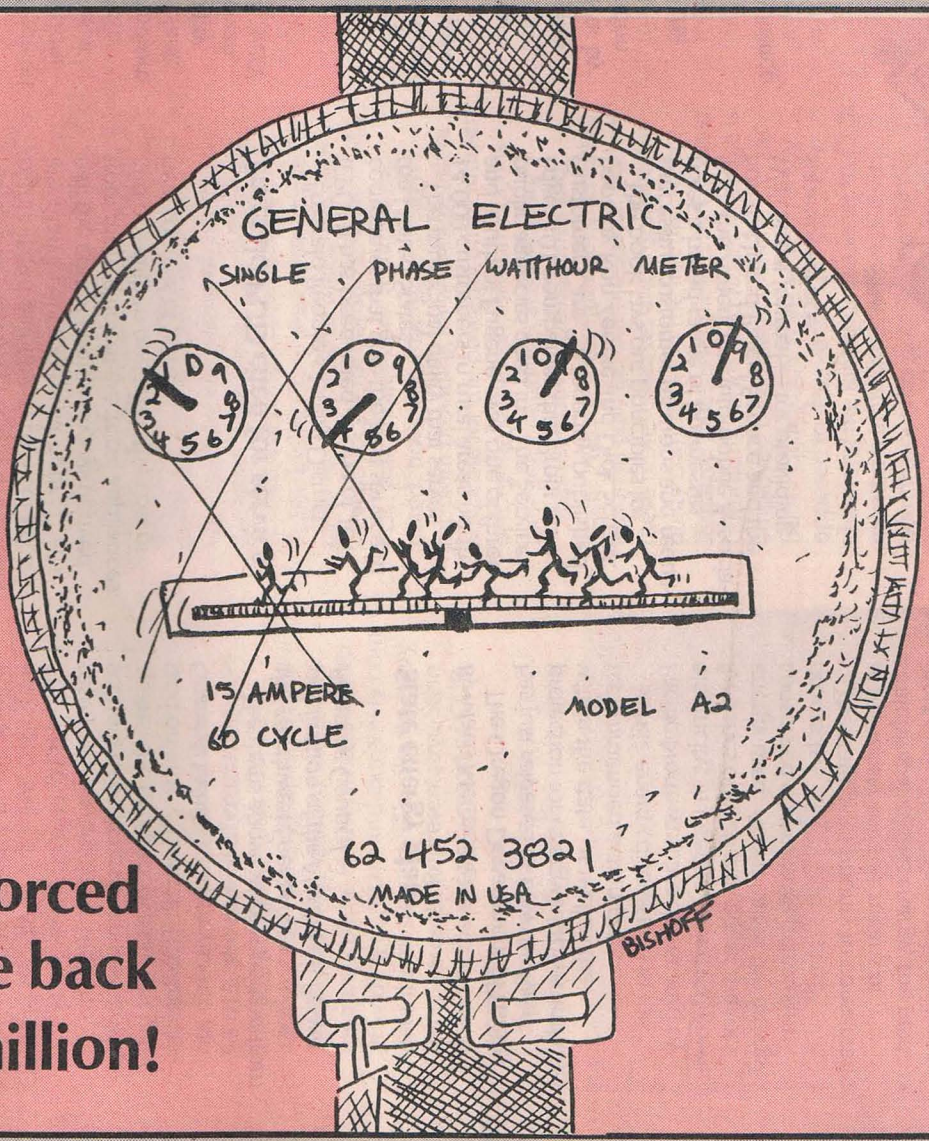
The Citizens' Utility Board of Oregon
newsletter for members and friends

CUB
CITIZENS UTILITY BOARD

921 SW Morrison #550
Portland, OR 97205

P.O. Box 6345
Portland, OR 97228

August 1989
Volume 15



PGE forced to give back $37 million!

Inside:

- **US West refund confirmed !**
- ***CUB reviews '89 Legislature***

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CUB wins $37 million PGE refund!

The utility tells the PUC - 'We'll see you in court!'

This Spring Portland General Electric was ordered to refund $37 million — plus interest to its ratepayers as a result of a motion filed by CUB. With interest, the savings should amount to about $40 per residential ratepayer.

Because PGE is appealing the PUC's decision in court, it is uncertain when ratepayers will receive the refund. In the mean time, PGE has been ordered to set aside the money in a special fund to be dispensed to ratepayers in a future rate case.

In the PGE rate case which began in 1986, CUB argued for the refund, charging that in interim rate increase granted by former Commissioner Gene Maudlin in 1986 was unjustified. In its original order, which took effect in October of 1987, the new 3-member Commission rejected CUB's arguments for the refund of the interim increase. CUB then filed a motion asking the PUC to reconsider its decision. The $37 million refund order came about as a result of that reconsideration.

"We're happy to see that ratepayers will get back the money they deserve," said CUB Executive Director Barbara Head, "If it weren't for CUB asking the PUC to take a second look, PGE would have kept more than $37 million of ratepayers' money."

The 1986 interim rate increase came about when PGE was allowed to recover from ratepayers the cost of its Coalstrip #4 plant in Montana. CUB attorney John Stephens argued that since the plant was not used and useful, ratepayers should not be carrying the burden of paying for it.

In addition to this recent victory, the PUC order in October 1987 adopted CUB's position that PGE had to return to its ratepayers $126 million in investment tax credits and profits the company received from a power sale.

CUB elects new Board

Two members were re-elected to the CUB Board of Governors in June, and two new members joined the team.

Re-elected to district 3 was Kathy Weaver of S.E. Portland. Weaver has served on the CUB board for three years so far, and has put in many hours of work drafting proposed changes in utility service policies which will be reviewed by the PUC this Fall. She has a special interest in protecting low-income ratepayers.

Steve Gorham of Salem was re-elected from district 5. Gorham is an attorney who began his interest in utility issues in the late 1970's when he served as part of a legal team for the Trojan Decommissioning Alliance. He also has experience as a lobbyist before the Oregon Legislature.

New members joining the Board are Marc Spence of Eugene, (district 4), and

(Continued on page 2)

Utilities foil intervenor funding bill in the House

Many of you have asked for a scorecard of voting records so that you can determine where your legislator stands on utility issues.

When CUB attempted to compile such a scorecard, we found that the scores were virtually the same for all legislators. Due to the strength of the utility lobby, controversial utility-related bills simply never came out of committee for a vote

Senate, our friends made up a majority of the Senators. Those voting in favor of SB 615 were Senators Bill Bradbury, Jane Cease, Joyce Cohen, Joan Dukes, Wayne Fawbush, Shirley Gold, Jeannette Hamby, Jim Hill, Larry Hill, Grattan Kerans, John Kitzhaber, Bill McCoy, Frank Roberts, Bob Shoemaker, Dick Springer, Cliff Trow, and Mae Yih. Voting against SB 615 were Senators

Senate floor. Senator Wayne Fawbush deserves credit for working the bill in committee to ultimately produce an intervenor funding bill that was clearer and stronger than the one originally drafted.

The remaining Senators who supported SB 615 also deserve our thanks and support. They lined up behind the bill with little or no lobbying efforts, freeing

never came out of committee for a vote of the full House or Senate. With few exceptions, only bills which were either supported by or unopposed by the utility lobby appear in the final voting record.

There is another side to the story. Some legislators supported the interests of ratepayers, while others supported the utility companies. In the analysis that follows, CUB lobbyist Ted Coran separates friend from foe.

Intervenor Funding, CUB's key piece of legislation for the 1989 session once again only made it half-way through the legislative process. Senate Bill 615 passed the Oregon Senate on a vote of 17 - 10, but was killed in the House Energy and Environment Committee on a vote of 4 - 5. Our other pieces of legislation did not fare as well, as most of them were tabled in various Senate committees for lack of support.

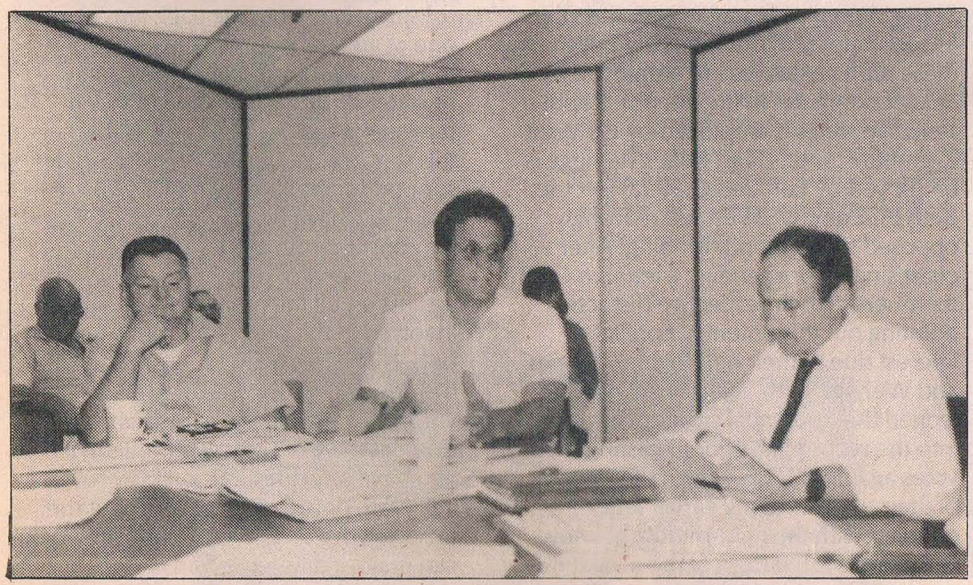
These numbers don't tell the whole story, for they leave out any details on the individual legislator's positions — and, as you surmise, this is the whole ball of wax. So just who were our friends and who were our adversaries? Read on:

Senate Bill 615 — Intervenor Funding, provides the best analysis. In the Voting against SB 615 were Senators John Brenneman, Peter Brockman, Jim Bunn, Ron Grensky, Peg Jolin, Bill Kennemer, Bob Kintigh, Glenn Otto, Paul Phillips, and Eugene Timms. Senators Lenn Hannon, C.T. Houck and Mike Thorne were excused from the vote.

There is however, much more to the story of SB 615 in the Senate than simply how each Senator voted.

Senate Stars

Senator Jim Hill was the chief sponsor of the bill. He provided personal leadership, both in front of the Senate and the House committees, provided crucial staff assistance, and spoke in favor of intervenor funding on the Senate floor. He deserves our thanks and continued support. Senator Dick Springer, as chairperson of the Senate Agriculture and Natural Resources committee deserves our thanks for expediting a vote in committee. Senator Grattan Kerans displayed leadership above and beyond the call of duty by providing extra strategic counseling when asked for. He also spoke eloquently in favor of the bill on the



Lobbyist Ted Coran gives a legislative wrap-up at the Board's July meeting, while Board members John Hodges (left), and Kirk Roberts look on.

with little or no lobbying efforts, freeing up my time to focus on those legislators who needed more information.

Two Senators in particular deserve special recognition. The first is Senator Jeannette Hamby, who was the only Republican senator to support the bill, despite the furious efforts of the Republican Senate leadership efforts to the contrary. The other is Senator Mae Yih, who took the time to examine all sides of the issue before making up her mind. Despite all predications to the contrary, Senator Yih was persuaded by the merits of the legislation and voted to support the bill — to the benefit of all of her constituents. Both of these Senators deserve our thanks for their courageous stance.

Board member Margot Beutler serves as CUB's legislative committee chairperson. The committee will continue to meet during the interim to plan for the 1991 session.

colleagues. While appearing to agree on the merits of SB 615, she nevertheless tied her position on the bill up in a "political Gordian knot" — coupling its fate to several other pieces of legislation that she had control of in her committee. In the end, she was obliged to vote against Intervenor Funding because of the various political deals she had struck.

If your representative or senator supported us this session, get out in the streets and support them! It's easy and it's fun and it will have big pay-offs for CUB and consumers in 1991.

Senate Duds

On the other side of the coin, Senator Jim Bunn heads the list of the most misguided Senators. While never really demonstrating a clear understanding of SB 615, Senator Bunn nevertheless spoke out repeatedly against the bill, both in the committee and on the floor of the Senate.

Senator Kennemer wins the award for the senator who talks a good line, but produced nothing in the end. After weeks of producing volumes of factual information from a variety of credible sources designed to answer his specific questions about intervenor funding, the Senator showed his true colors by speaking out against the bill on the senate floor and voting with the minority.

Finally Senator Peg Jolin deserves special recognition for being the most "politically motivated" of all of her

The saga of SB615 in the House

Once intervenor funding made it over to the House of Representatives, the road got rougher, quicker. The first road block came from the Speaker of the House, Vera Katz. The Speaker did nothing — including remain vague regarding her position on SB 615 — to provide the needed leadership on this important consumer issue.

Once in the House Energy and Environment Committee, SB 615's fate was sealed. On the positive side, much credit and thanks go to the Chairperson of the committee, Representative Ron Cease. He provided steady leadership in the form of staff assistance, strategic counseling, individual lobbying and

(Continued on page 2)

Phone refund withstands challenge

The Public Utility Commission has sided with CUB and against US West in defending a $10 million refund ($8.3 million plus interest) which CUB has been fighting for since 1987. As reported in the last issue of *The Bear Facts*, the PUC in April agreed with CUB's appeal that US West should have cut their phone rates by $5.04 million in 1987, and that a refund was in order.

Since the PUC issued their decision in April however, US West tried to get the PUC to reverse its decision on a technicality, saying that they had not been served with a copy of CUB's motion to the Commission.

CUB Executive Director Barbara Head explained that due to a clerical error, US West was sent the cover letter for CUB's appeal, but the copy of the motion itself may have been inadvertently left out. "It was a mistake on CUB's part," Head said, "but the fact that at least 3 top executives for US West had received copies of the cover letter, (and therefore knew about CUB's appeal), probably meant that the PUC had little sympathy with US West's claims that they deserved to keep the $10 million dollars."

CUB attorney Rion Bourgeois argued that it would be unjust to penalize ratepayers by millions of dollars for a clerical error. Bourgeois argued that the PUC should order the refund on their own motion because that would be the fairest solution for the ratepayers. A PUC staff witness agreed, and in early August after giving US West time to respond to CUB's motion, the PUC entered its own order demanding that US West refund $10 million to its customers.

"The Commissioners' action shows that they are concerned about the interests of ratepayers," said CUB Board Chairperson Laura Olson, "They listened to all sides of the issue and decided to do what was fair and just for the consumer."

The refund should average at least $10 per ratepayer, and will be available to all Oregonians who had phone service from Pacific Northwest Bell or US West Communications between May of 1987 and December 31, 1988. The PUC has not yet set forth a timeline for the refund.

Operator calls subject of new rules

The Public Utility Commission has adopted rules which give customers of operator services more information and control when they make operator-assisted calls.

Many customers have complained to the PUC about some non-traditional operator service companies, also known as alternative operator services. A common complaint is unexpectedly high bills. In some cases customers have been billed at rates several times those of traditional companies such as AT&T.

The new rules require companies which handle operator-assisted calls from locations such as hotels to tell callers which company is providing the service and to provide rate and service information when requested.

Also, the rules require operator service companies to allow callers to reach other operator services, and prevent the companies from transferring calls to other companies without the caller's consent.

The commission said the rules will provide consumers with information to make informed choices about the use of operator services. To assist consumers, the rules were adopted on a temporary basis until the process of adopting permanent rules is completed.

Although the new rules were proposed as a result of complaints about services, including AT&T.

Customers also have complained of problems resulting from the transfer of calls, or the failure to transfer calls, among operator service companies, which causes inconvenience and can result in higher bills.

The rules require operator service companies to give callers, at the beginning of the call, the company's name and allow time for the caller to end the call or advise the operator to transfer the call to the customer's preferred operator.

The PUC issues certificates to operator service companies. However, the services are not fully regulated because individual services merely buy and resell long-distance time from regulated companies, and the calls often interstate.

Despite the fact that the rules provide additional protection, the commission urged telephone users to be careful when making operator-assisted calls. It is important to find out who is handling the call and what rates are being charged before the call is placed, the commission said.

Customers who experience problems with an operator service may contact the PUC Customer Services Division toll-free at 1-800-522-2404. The commission may revoke the certificates of companies which violate the rules.

(Reprinted from the PUC News)

Utility lobby dominates '89 session

(Continued from page 1)

forceful committee direction. He was straight-forward in his dealings with me, made himself available to answer my

Calhoon, Margaret Carter, Sam Dominy, Bill Dwyer, Jim Edmundson, Bruce Hugo, Dave McTeague, Nancy Peterson, Hedy Rijken, and Jim Whitty

He asked a lot of questions and appeared to be supportive of the legislation. However, when push came to shove, he voted it down, giving no

Although the new rules were proposed as a result of complaints about alternative companies, they apply to all companies which provide operator

CUB Board elections

(Continued from page 1)

John Hodges of Klamath Falls (district 2). Hodges is a retired railroad worker who was active in his union as the Local President. He also serves as a volunteer for the Klamath Hospice. Since joining the Board in June, John has been responsible for getting CUB's name out in the Klamath Falls area by setting up displays at a local shopping mall and at the county fair.

Marc Spence is an attorney who is currently active in the Lane County Democratic party.

The Board and staff of CUB wishes to extend its congratulations and welcome to our newly-elected members.

We will miss our two retiring Board members Elmer Moke of Beaverton (district 1) and Jesse Loffer of Grants Pass (district 2). Both Moke and Loffer came on Board during CUB's first election and served for 3 years. Thanks for your dedication!

straightforward in his dealings with me, made himself available to answer my questions, and mostly importantly, delivered on his promises. Representative Cease deserves our thanks and continued support.

The other three supporters on the committee — David Dix, Carl Hosticka, and Phil Keisling also deserve our thanks for their support.

House Stars

Before I leave the discussion of Intervenor Funding on the House side, much praise and thanks needs to go to Representative Beverly Stein. Although she was not a member of the Energy and Environment committee and thus was not directly responsible for a position on SB 615, she provided crucial support and encouragement for our effort. Acting in her role as Assistant Majority Leader, she helped lobby individual members of the House, in addition to providing constant and extremely competent staff support. (Thanks for everything, Louise!). Representative Stein deserves the strong support of CUB members.

Finally, I would like to thank Representatives Judy Bauman, Ernie Peterson, Hedy Rijken, and Jim Whitty who pledged their support of SB 615. Their position deserves recognition.

Board member Kathy Weaver cuts cake for Executive Director Barbara Head who celebrated her third anniversary with CUB in July.

The final fate of SB 615

The death of SB 615 can be traced to the five representatives on the Energy and Environment Committee who voted against intervenor funding. These included Representatives Bernie Agrons, Delna Jones, Fred Parkinson, Roger Wehage, and Bob Pickard.

To the very end, Representative Bernie Agrons held on to the strange postion that he was a better judge than the Public Utility Commission itself of how to make the best utility regulation decisions. Despite the unanimous support for intervenor funding of all three Public Utility Commissioners, Representative Agrons decided that an independent advocate for consumers before the PUC was unnecessary. It should be noted, however, that Agrons had no problem providing for an independent advocate for the powerful utility industry before the same commission! Such is the nature of politics at the Capitol.

Representatives Delna Jones and Roger Wehage presented an interesting lesson in political double-speak. Both of these representatives are employed by utility companies in the interim. Representative Jones is employed by US West Communications, and Roger Wehage is employed by Portland General Electric. Both PGE and US West were strongly opposed to intervenor funding. After chastising me for sending a letter to CUB members in their respective districts pointing out this potential conflict of interest due to their employment, Jones and Wehage both officially acknowledged their potential conflict of interest into the record just prior to casting their votes against SB 615. Given the ferocity of their protests to my earlier letter coupled with their last-minute acknowledgement of the truth of the allegations, one could conclude that the conflict of interest was more real than potential.

Representative Parkinson played the House conterpart to Senator Kennemer.

to shove, he voted it down, giving no reason for this pro-utility industry stance.

Representative Pickard rounded out the negative votes. While I obviously disagreed with his conclusions, I feel that he, more so than any of the other legislators who voted against the bill, actually listened to the entire debate and formulated a difficult position. Essentially, Representative Pickard did not believe "the system was broke and in need of fixin'." His position leaves open the possibility of his support in 1991 — especially if his constituents can help to show him how necessary this change really is.

CUB members in action

So where does that leave us? Obviously, I am disappointed in the final outcome of the session. The bottom line in politics is — do you have enough votes? This session we clearly did not. But next session may be a different story. We are likely to again have the strong support of the Public Utility Commission, along with the support of many of our legislative friends from this session.

I strongly encourage each and every one of you to become actively involved in either your local state representative or state senate race next year. If your representative or senator supported us this session, get out into the streets and support them! It's easy and it's fun — and it will have big pay-offs for CUB and for consumers in 1991.

If your senator or representative voted against us, all the more reason to get involved in the process of replacing him or her. The important thing is to make the decision to become actively and visibly involved in the campaign. Contact the CUB office in Portland if you have any questions on how to get involved, or for information about the races in your area. Don't put it off — you can make a difference!

1991 will be the third time for Intervenor Funding. And you remember the old saying don't you ...the third time's a charm!

PUC order promotes sound energy planning

Noting that "the decisions made by a utility in meeting its service requirements may have enormous economic and environmental effects," the Oregon Public Utility Commission (PUC) in April signed an order requiring all investor-owned utilities in the state to undertake least-cost planning.

"The adoption of least-cost planning in Oregon marks a major victory for energy conservation supporters," said Phillip Barrett, Executive Director of the Solar Energy Association of Oregon (SEA of O). "The Commission's actions finally should give Oregon utilities the incentive they need to get serious about conservation." SEA of O took the lead in advocating for least-cost planning before the PUC, with CUB supporting SEA of O's positions.

The goal of least-cost planning, according to PUC Chairperson Ron Eachus, is "to provide energy at the least cost to the utility and its consumers, consistent with the public interest."

The goal of least-cost planning, according to PUC Chairperson Ron Eachus, is "to provide energy at the least cost to the utility and its customers, consistent with the public interest. It requires utilities to consider all known resources for meeting their energy needs. That means conservation and energy efficiency will be given as much emphasis as the generation of new energy and the purchase of power.

Under Commission policy, only those utility investments that the Commission deems to be prudent are placed in the principles. It is possible that rates would not be raised to cover the costs of an investment which does not meet that test."

"The Commission's policy should have an immediate impact on Oregon utilities," Barrett said. "Utility stockholders cannot expect ratepayers to pay the full cost of a new generating resource if management fails first to acquire lower-cost conservation resources. The utilities are well aware of the inadequacies of their existing conservation programs, particularly programs to insure that new buildings in their service territories incorporate all cost-effective conservation when they are constructed."

The Oregon order has national significance for its treatment of "external costs". External costs are non-monetary costs such as environmental damage or social costs. The order states the Commission's belief that "a cost-effectiveness evaluation of resource options should include, to the fullest extent practical and quantifiable, costs and benefits external to any resource transaction."

The order also states the Commission's intent "that all costs should be considered in the planning process and that their effect on the public interest should be a factor in determining a (least-cost) plan's resource mix." The order concludes that "when the certainty of external costs is known, but the amount of the costs is not, zero is the least desirable and least accurate cost to apply."

The next step is for each energy utility in Oregon to file a least-cost plan with the PUC. CUB and SEA of O will be working together to represent the interests of Oregonians in the development of these plans.

Each least-cost energy plan must address how the utility will supply the power needed by its customers for the next 20 years. The PUC will conduct

September. Natural Gas utilities CP National, Cascade, and Northwest Natural Gas are expected to file their plans with the Commission in December 1989. Portland General Electric will follow in May of 1990, and Idaho Power's plan is expected in December 1990.

(Excerpts reprinted from the Oregon Energizer)

CUB Board members enjoy a picnic for staff, volunteers, and Board members at Sellwood park. From left are: Kathy Weaver, Terry Chadwick, Mavis McCormic, and Lloyd Marbet.

Health effects of powerline exposure gain attention

By Mavis McCormic

Efforts of residents of Sams Valley, Oregon to prevent the construction of a 500-kilovolt powerline in their neighborhood have produced some results, although their battle is not won. Having banded together to form COPE (Citizens Opposed to Power Exposure), members appealed to the Oregon Energy Facility Siting Council for a Supplemental Environmental Impact Statement since the Council had issued a site certificate

effects of power line fields which has become available since the site certificate was granted.

The Siting Council requested the Oregon Department of Energy (ODOE) to determine whether there is evidence that exposure to electrical or magnetic fields produced by 500-kV powerlines causes adverse effects on human health. ODOE established a Health Effects Panel to make a search of sceintific literature. Panel members held three public

utility investments that the Commission deems to be prudent are placed in the rate base. According to Eachus, "utility investments will be evaluated for their consistency with least-cost planning

next 20 years. The PUC will conduct public hearings on each plan.

Pacific Power & Light will be the first to file their plan with the PUC. Their plan is expected to be filed in early

Environmental Impact Statement since the Council had issued a site certificate in 1982 for Pacific Power & Light to build the powerline. One reason for the request was information on the health

to make a search of scientific literature. Panel members held three public meetings (the most recent one in Medford in April). A preliminary report is due in July and the final report is scheduled for release this fall. Copies can be requested from ODOE at 1-800-221-8035. The recently released Oregon Biennial Energy Plan mentions the study of powerline health effects (p.40) and the Southern Oregon group which called for it.

The New Yorker magazine has published a three-part article titled *Annals of Radiation: The Hazards of Electromagnetic Fields*, which started in the June 12, 1989 issue. This article by Paul Brodeur gives a comprehensive account of the experiments and projects on health effects from power lines and similar electromagnetic field sources. The New Yorker article is available in public libraries and is well worth searching out.

The people of COPE are making a contribution to public awareness of problems with electromagnetic fields and are showing that determined citizens can be heard, whatever the final outcome.

Short subjects

Garbage-fueled power plants

By the year 2005, power plants fueled by garbage will consume 294,000 tons of refuse a day in the United States, a major market research firm predicts.

That's more than a six-fold jump from the 39,100 tons of refuse energy plants in the United States dispose of today, says New York-based Frost & Sullivan, Inc. (Source: *Conservation Digest*, 3/20/89.)

House paint saves energy

A nationwide effort to plant trees around houses and paint their walls and roofs white could save 16,700 megawatts a year in the United States, according to a report in the Energy Conservation Digest (4/17/89).

That power savings — equal to the amount of electricity sold each year by the Bonneville Power Administration and all other utilities in the Pacific Northwest — would also reduce the nation's annual output of carbon dioxide by almost 20 million tons, according to estimates by the Lawrence Berkeley Laboratory in Berkeley, California.

The energy research laboratory estimated that the energy saved by national planting and painting steps would cost less than 1 cent a kilowatt-hour. That's half the cost of energy savings derived from more efficient electrical appliances and one-fifth to one-tenth the cost of new sources of power.

Emerald PUD cited for service

Emerald People's Utility District (EPUD) has been listed as one of 101 companies that give the best service in the United States.

The municipal utility that serves 14,000 customers in rural areas north and south of Eugene, was one of three public agencies cited in "The Service Edge: 101 companies that Profit from Customer Care," a recently published book by Ron Zemke and Dick Schaaf.

The book lays out principles for successful customer relations and recognizes a broad range of businesses — from the American Automobile Association to United Parcel Service and the Wall Street Journal — for providing superior service.

"The difference in large part involves putting the customer, not profit-minded investors, first," the book says of EPUD. "It starts when a customer starts receiving service: Since 1987, no security deposit has been held hostage against the prospect of a bill not being paid on time." (Source: The *Register-Guard* 4/13/89)

The items above were reprinted from the Northwest Energy News, a free publication of the Northwest Power Planning Council.

State energy plan

By Mavis McCormic

The Oregon Department of Energy has just released its new two-year projection for energy supplies and uses within the state, as well as the recommended action plan.

While energy discussions in the Pacific Northwest are dominated by electricity; in Oregon, electrical power furnishes only 20 percent of the total energy used. About half of the energy consumed comes from petroleum products.

The state gives priority to conservation as the most desirable means of stretching available energy, the next most desirable is renewable resources. Oregon still offers tax incentives for people to install solar systems, and a number of other programs such as the Business Energy Tax Credits are available through the state, the Bonneville Power Administration, and the utilities. For the latest information on such programs, call the Oregon Department of Energy for a copy of the plan, or to have specific questions answered. The number for ODOE is 1-800-221-8035.

Note on Sen. Hamby letter

Earlier in the session, CUB mailed a letter to all of our members in the sixth house district. This district is included in Senator Jeannette Hamby's district.

In the letter, the inference was made that Senator Hamby voted to support Senate Bill 615 — the intervenor funding bill — solely because of the letters she received on the subject from her constituents.

While such letters are important to Senator Hamby, her support for Senate Bill 615 was based on her conscientious belief in the merits of the legislation. Any implication to the contrary created by our letter to members in the sixth house district was not intended, and is deeply regretted.

CUB mailing list trade policy

Due to CUB's need to be continually expanding our membership to include new members from around the state, CUB has a policy of trading our mailing list to other public interest organizations. This means that when CUB asks another organization, (such as the Sierra Club), for permission to borrow its list for a one-time mailing, CUB will then trade our membership list to that organization for a one-time use.

To protect CUB members, each trade must be approved by the Executive Committee of the CUB Board of Governors.

If you do not want your name to be included on the traded list please send your name and address to: CUB List; PO Box 6345; Portland, OR 97228 or call 227-1984. CUB will honor your request by removing your name from the traded list.

Note: If you have previously sent in a request to remove your name, you do not need to send in another.

Bon Voyage Amie!

The staff and board of CUB wishes a fond farewell to staff member Amie Carrie who will be leaving CUB to attend Barnard College in New York City. Amie began working part-time at CUB in October of 1987 as a junior at Lincoln High School. Her hard work kept our computer membership records up-to-date and our files in order. We will miss her and hope she returns to visit next summer.

Good luck in the Big Apple Amie!

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CUB needs you!

CUB needs your help! Because our membership has grown by leaps and bounds, we need more office volunteers to help with preparing mailings of renewal notices. If you can donate as little as 2 hours per month at our Portland office, you would be providing a valuable service to CUB. If you can help, please call Barbara at 227-1984.

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