



SELMA ROLL-OVER ACCIDENT - Illinois Valley emergency personnel responded at 3:50 p.m. on Sunday, Oct. 10 to a two-vehicle, end-over-end accident on Hwy. 199 in front of Selma Quick Stop Market. Oregon State Police said that both drivers were cited on charges of driving under the influence of intoxicants. They were identified as Selma residents Catherine M. Ragsdale, 40; and Daniel M. Wylie, 28. OSP said that

Ragsdale, driving a Ford Explorer, turned left in front of Wylie's Jeep Cherokee, and the latter struck the right passenger side of the Explorer. The Jeep then flipped end-over-end. Two people in Wylie's vehicle suffered minor injuries and were taken by American Medical Response to Three Rivers Community Hospital in Grants Pass. Other details were unavailable in time for this issue. (Photos by Dale and Elaine

Some fire restrictions lifted

Fire season might have ended in some parts of Oregon, but not in Josephine and Jackson counties, said Oregon Dept. of Forestry (ODF).

However, ODF said that some restrictions have been lifted in the two counties, as fire danger is now listed as moderate.

Affected are state, county, private and Bureau of Land Management lands in those counties.

Debris burning still is prohibited. But now, for the public, allowable are campfires, use of vehicles

off improved roads, smoking in wooded areas, use of power equipment including chainsaws; and cutting, welding and grinding of metal, said ODF.

Industrial forest operators still are affected by a Level 1 Industrial Fire Precaution. They must have fire equipment on-site, and provide watchman service.

Until fire season ends, said ODF, people should continue to use caution in wooded areas, and never leave campfires unattended. Phone 474-3152 for more information.

Administrative Assistant Position at Oregon Caves

Oregon Caves National Monument is looking for an energetic, efficient person to fill our Administrative Assistant position. The position will be advertised at www.usajobs.opm.gov from 10/15/04 - 10/29/04. For more information phone Kelly Donley at (541)592-2100, ext. 223.

Pacific Power cites its stellar performance

In its annual performance report, Pacific Power met its service commitments to customers 99.9 percent of the time, the electric utility said.

According to Pacific, "When a Pacific Power serviceman sets an appointment with a customer, he does more than agree to show up at a particular place or time.

"He has backed his word with a guarantee - a promise to pay the customer if he fails to do what he said. This guarantee is part of a program unique among electric utilities in the U.S. and a service Pacific Power is serious about delivering.

"Five years after its inception, Pacific Power's Customer Service Guarantee program continues to shine as a model of making the customer the first priority always. The company's annual report card of performance shows that from April 2003 through March 2004, the company had 2,919,710 opportunities to meet its customer guarantees.

"And it succeeded in meeting them 99.9 percent of the time," Pacific said.

"Our Customer Service Guarantee promises that when we say we're going to give a certain level of service, we mean it," said Karen Gilmore, vice president of customer services. "How well we serve customers is important to us. So important that we hold ourselves accountable by promising to pay our customers if we

don't keep our commitments."

"Excellence in being there for its customers is the foundation of our Customer Service Guarantee program," said Pacific. "Launched in February 2000, the program is a

Utility backs its service calls with a guarantee: a promise to pay the customer if the serviceman fails to do what he said.

comprehensive set of guarantees and performance standards unmatched among U.S. electric utilities. The program establishes guidelines for employees to follow and demonstrates to customers that the company is listening to and addressing their concerns about issues that are important to them.

"The guarantees were instituted as part of Pacific Power's merger with ScottishPower in 1999, and are slated to expire on March 31, 2005. But Pacific Power has no plans to re-tire the program," it said.

"We're committed to continuing the program because it improves customer satisfaction, strengthens our commitment to delivering what customers want and helps us as a company become more operationally efficient," said Gilmore.

Focusing its efforts on the eight guarantees allows Pacific Power to monitor its performance, receive

feedback and make improvements to better serve customers. The eight guarantees are to:

*Restore the customer's power within 24 hours of an interruption notification (20 hours in Oregon).

*Keep mutually agreed appointments.

*Switch on the customer's power within 24 hours of a request.

*Contact the customer within two working days of the initial request to arrange an appointment with an estimator (if necessary). Once Pacific Power has the required information, it will provide an estimate within five working days of the appointment or within 15 working days where alterations to the network are necessary.

*Investigate customer bill inquiries and respond within 10 working days.

*Investigate meter faults or conduct a meter test and respond within 15 working days.

*Notify customers at least two working days prior to turning off power for planned interruptions.

*Begin an investigation into an unknown power supply problem within seven working days or explain a known prob-

lem within five working days.

If Pacific Power doesn't meet a commitment, the customer is eligible to receive a payment in the form of a credit to their account as compensation for any inconvenience. For some guarantees, the customers must file a claim in order to be considered for payment.

"We established the guarantee program to prove we're serious about serving our customers and serving them well," said Gilmore.

"When we fail to meet a commitment, it's a reminder that we need to do better. Our customers deserve it."

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Fall Recycle Round-up

(Can Slam)

Saturday, October 23, 9 a.m. to 2 p.m. at the I.V. Visitor

- Tin and aluminum cans, labels OK
- Cardboard and Paper board, cereal-type boxes, fiber egg cartons, shoe boxes, 6 or 12 pack cartons, cardboard tubes (remove waxed or foil lining)
- Plastic bottles, #s 1-7, neck smaller than base, no tubs, lids, motor oil containers, buckets or furniture
- Mixed waste paper, junk mail, scrap paper, paper bags, paperback books, phone books

Please rinse all food and soap containers.

Sorry! No glass his time (take to Kerby Transfer Station)

Co-sponsored by IVCRT, Southern Oregon Sanitation, Sterling Savings Bank, I.V. Chamber Of Commerce & I.V. Sierra Club. Info: 596-2017