IMPORTANT MESSAGE/IMMEDIATE ACTION AND ATTENTION REQUIRED

Video Lottery Terminals Must Remain Powered On

Keeping the Video Lottery terminals powered on is essential; it is part of the reasonable care of equipment that each retailer agrees to in their contract with the Lottery. While it may seem reasonable to shut them down when they are not in use, there are several drawbacks to doing so.

Financial Risk to You and/or Your Customers

The Lottery’s central Video Lottery system communicates back and forth digitally with VLTs in your place of business. If this communication is disrupted by a prolonged power loss, financial meter information may be lost. If this happens, it’s possible that you could be billed for cash slips even though you validated and paid them. Furthermore, if a customer won at your establishment and then comes to the Lottery office to redeem the slip, the Lottery may not be able to validate the cash slip, and your customer may not get paid.

Progressive Pots

Bonus pots built up by your customers may be lost if the VLTs are powered down. Although VLTs have backup batteries, these batteries are there only to ensure that the VLT can be fully restored after a power outage; they are not designed to last weeks. When the batteries run low or lose power, the data storage units will become corrupt, making the data—including pot values—unreadable. The bonus pots built up by your players and stored on the VLT could be lost.

Prevent Delays When Play is Again Enabled

Our central Video Lottery system and the VLTs perform a virtual “handshake” regularly so they know and “trust” one another. That trust can be broken due to a number of factors, and, if this happens, the terminal will not allow play. For example, if the VLT is powered down, the host will not know if the VLT has been tampered with. If the system suspects any tampering when the VLT is restored, it will make the terminal unavailable for play. Either scenario will require a Field Technician to restore the VLT to a playable status. When Video Lottery operations are restored, we expect that our Field Technicians will be very busy and may be delayed, delaying your ability to return to regular business.

Minimal Impact on Your Power Bill - $11.70 per year/per VLT

Some of our retail partners have expressed concern over the cost of the electricity required to maintain power to their terminals. Rest assured that our terminals are designed for energy efficiency. The oldest of our VLTs draws .02 kilowatts per hour; most are even more energy efficient. Using the oldest (least efficient) terminal and the current average kilowatt-per-hour rate in Oregon, we can estimate a cost of around $11.70 per year per VLT.

Thank you for your attention to this information. We understand this is a challenging time for our retailers, and we are doing everything we can to support you during the shutdown. Your attention to this directive ensures that together we can quickly return to regular business when it is safe to do so.