Clark Public Utilities

To report power outages call PowerLine:
360-992-8000
Quick Pay - automated payments:
360-992-3400
24-hour customer service:
360-992-3000
From La Center and Amboy:
800-562-1736
From Portland: 503-285-9141
TTY: 360-992-3270
FAX: 360-992-3383
www.clark**public**utilities.com
E-mail: mailbox@clarkpud.com

Mailing address:
P.O. Box 8900
Vancouver, Washington 98668

Offices:
1200 Fort Vancouver Way, Vancouver
8600 NE 117th Ave., Orchards

Office Hours:
Monday - Friday, 7 a.m. - 6 p.m.
Saturday, 9 a.m. - 5 p.m.
Drive-in windows open
weeknights 'til 8 p.m.

Making payments
We offer several easy payment options:
- Pay by mail using the envelope provided
- Visit one of our offices. Each has a 24-hour drop box for after-hours payments
- Pay by phone with a check or a Visa or Mastercard debit or credit card
- On the internet at: www.clark**public**utilities.com
- Pay at any of the following locations:
  Columbia Credit Union, all Clark County locations
  Lacamas Credit Union, all locations
  TwinStar Credit Union, all locations
  Yacolt Town Hall, 105 E. Yacolt Road

Payment arrangements
If you receive a bill and don't think you'll be able to pay it on time, please call us. We'll be happy to make payment arrangements.

Fee information
If your check is returned for insufficient funds or a closed account, we will charge a fee. We'll charge a late fee for bills more than 15 days past due. The fee is one percent of the past due balance each month, with a minimum monthly charge of $2.50.

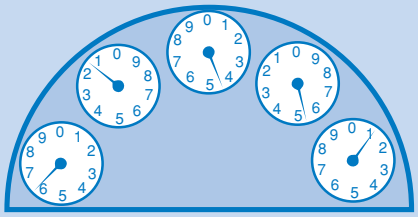
Bill disputes
If you believe your bill is in error, contact us. If we can't resolve the dispute, you have a right to a hearing with a hearings officer.

Disconnection
We don't like to disconnect service, but sometimes we have no choice. Service may be terminated for appropriate reasons, including:
- Failure to pay a current or previous bill, a security deposit or to make satisfactory arrangements
- Failure to comply with terms of a deferred payment arrangement
- Unauthorized use of service

Service will not be restored until the situation has been resolved. If service has been disconnected, it is illegal for customers to reconnect it. Offenders will be prosecuted and assessed a reconnection fee.

Other information
For a copy of our service policies and other important information, please give us a call at 360-992-3000. Electric bills include charges for electricity, delivery services, general administration and overhead, metering, taxes, conservation expenses and other items. The utility's fuel mix is available upon request.

Employee identification
Our employees carry photo identification cards. Please ask them for I.D. or call us if you have questions about any activity being performed by individuals representing the utility.



This meter reads 61451

Figuring your electric bill
We measure electricity in kilowatt-hours. One kilowatt equals 1,000 watts. For example, you use one kilowatt-hour (kwh) when you burn one 100-watt light bulb for 10 hours.

Your electric meter keeps a running record of the kilowatt-hours you're using. To read the meter, record the numbers from *right to left*. If the pointer is *not* directly on a number, read the next smallest number. Some meters only record part of the electricity use. In these cases, we use a multiplier to convert the meter reading to actual use.

Figuring your water bill
We measure your water use in cubic feet. One cubic foot is 7.48 gallons. There are two kinds of water meters. One has several dials like your electric meter, and you read it from right to left using the same process you do for your electric meter. The second type reads like a car odometer. The last digit to the right records single cubic feet. This type of meter is read from left to right.

Our tax ID number is 91-6001052

We welcome your comments, questions and suggestions about how we can improve our service

Name_____ Would you like a follow-up call? _____

Phone number_____ Best time to call _____

Comment/question: