

# Guarantee of Service Program



**Having trouble  
paying home  
electric bills?**

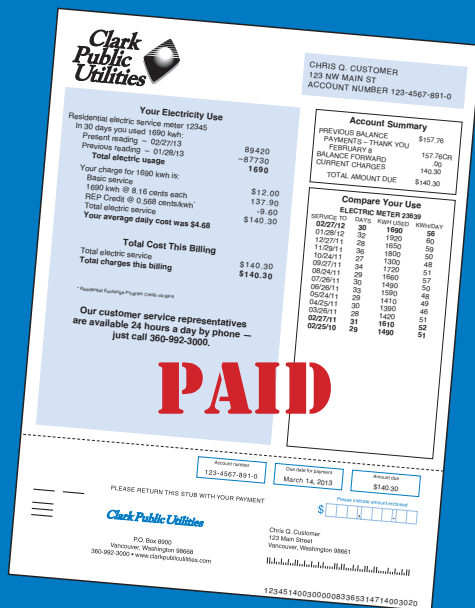
**We can help.**

**Clark  
Public  
Utilities** 

# Guarantee of Service Program, or GOSP

## WE CAN HELP...JUST ASK

Our Guarantee of Service Program is designed to give customers with limited financial resources the ability to pay their Clark Public Utilities bills on a regular basis and eliminate any debt that's been built up.



## Affordable monthly payments

If eligible, your monthly payment for electric service will be based on a percentage of your household's monthly income. Clark Public Utilities determines your payment amount using your electric usage, total household income and the amount of your energy assistance grant.

### Here's an example of how we figure your payment:

#### EXAMPLE

**Family of four** (two adults, two children)

##### STEP 1

Gross earned monthly income	\$ 1,125
Deduct 20% for taxes	x .8 (80%)

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Monthly income \$ 900

##### STEP 2

Monthly income	\$ 900
Multiply by 9%*	x .09

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Total monthly payment \$ 81

\* Your percentage may vary based on usage.

## Once enrolled, program benefits include:

- No late payment charges
- No disconnection of service as long as monthly payments are made
- Same payment every month to help with budgeting

If you have any questions about GOSP, call 360-992-3000 and speak with a Clark Public Utilities customer service representative. You can call for information 24 hours a day, seven days a week.

## Debt forgiveness

Once you've completed one year on the GOSP program and made all payments in a timely manner, any old balances will be removed. Your account will be left with a zero balance, giving you a fresh start. If you do not make each monthly payment to complete the program, you will be responsible for the full account balance.

### To participate in GOSP:

**1. Request a GOSP application from Customer Service.**

Return the completed form along with the required verification. This paperwork allows us to verify your income and your need for payment help.

**2. Look for a letter from Clark Public Utilities**

confirming that you've been accepted into GOSP, explaining your start date and letting you know how much your monthly payment will be. You should receive this letter within two to three weeks of returning the completed application form and verification. If we set a payment amount for you that's more than you think you can handle, call us at 360-992-3000 and we'll work to find a reasonable solution.

**3. Continue making your regular payments until we notify you that you've been accepted as a GOSP customer.**

If you don't get your acceptance letter within three weeks, please call Clark Public Utilities at 360-992-3000 so we can check on your status and make sure your electric service isn't jeopardized.

After you've successfully completed your GOSP program for the year, you may reapply for the program and we'll reevaluate your need for continued payment assistance. Many of our GOSP customers successfully complete the program and resume their regular monthly payments.



Learn more at  
[clarkpublicutilities.com](http://clarkpublicutilities.com) or 360-992-3000

