

Currents

Published monthly for the customer-owners of Clark Public Utilities

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HELP FOR HIGH BILLS

With cold weather can come higher energy bills. If you're having trouble paying your electric bill, take a look at the options below or just give us a call. There are lots of ways we can help customers in need of payment assistance.

LIMITED-INCOME ASSISTANCE

We administer several programs to provide payment assistance to those with limited incomes or families in financial crisis. Eligibility requirements vary based on the program criteria and funding source. For more information about current programs or to see if you qualify, contact customer service or review the eligibility criteria online.

SENIOR RATE CREDIT

Senior Citizen Rate Credits are based on billings made between January 1 and April 30 of the previous year. If you're approved for a Senior Citizen Rate Credit, an amount equal to 50 percent of the previous year's winter bills (not to exceed \$500 annually; excludes any additional meters) will be applied to your account balance. We offer rate credits to customers age 62 and over who have lived in Clark County for at least one year and receive less than \$32,480 in annual income.

PAYMENT ARRANGEMENTS

We offer payment options for those having trouble paying utility bills on time or in full. Call us and we'll work with you to make payment arrangements and help keep your lights on.

To check eligibility requirements for these programs or to make payment arrangements, call a customer service representative. We're available 24 hours a day at 360-992-3000.

LIGHT LINES

Water leaks can be a big problem if left unattended. A slow drip can add up to a lot of wasted water. And sometimes you can have a leak you can't see, either in the house or underground.

If you suspect a leak, there are a few steps you can take before calling a plumber.

First, turn off everything carefully so no water is being used anywhere in the house. Make sure toilets aren't running and no appliances using water are in use.

Next, check the position of your water meter dial. Make a note of the reading and then check it again in about 15 minutes. If the dial has moved, or the reading has advanced, check hose connections, faucets and toilets. If you still can't detect the leak, call a plumber for advice. Finally, fix drippy faucets or leaky toilets immediately. It may be a simple do-it-yourself job, or a matter of calling in a professional.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL ... mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



CALL AN ENERGY COUNSELOR AND OUTSMART ENERGY WASTE

If you're surprised by a high bill and are not sure what caused the change, we can help! Clark Public Utilities has a team of energy counselors trained to help make sure your home isn't using more energy than necessary. If you're interested in weatherization or heating information, or simply want to make sure your home is as energy efficient as possible, we're here to help. For tips or advice, call 360-992-3355 and one of our energy counselors can talk with you from 8 a.m. to 5 p.m. Monday through Friday. If your questions can't be answered with a phone call, we can schedule an onsite home energy review.

The utility's energy counselors provide objective recommendations and can help prioritize which energy-saving measures can (and those that probably won't) lower your bill based on the specifics of your home.

Energy counselors can help you in the following ways:

- Analyze home energy use and recommend steps to lower your electric bill.
- Provide tips on how to weatherize your home.
- Guide you through the process of installing insulation, sealing ducts and selecting a heating system.
- Provide information about utility programs and new energy efficient technologies.

If you have energy-related questions, please call us at 360-992-3355.



POWER OUT? CALL POWERLINE OR REPORT ONLINE



When the power goes out, make sure to report it so we can restore it as soon as possible! Call PowerLine, our automated outage reporting system at 360-992-8000, or fill out the online outage form on our website.

If you call, you can hear updates about current reported outages we're aware of and add a new outage in your neighborhood. Just make sure we have your correct phone number in our system, otherwise PowerLine won't work the way it's supposed to.

Write your phone number on your payment stub, email it, fill out our online form, or call 360-992-3000 anytime to make sure we have the correct contact information.



Also, check out our online outage map at www.clarkpublicutilities.com, using a computer, smartphone or tablet for the most up-to-date outage information.

FUEL MIX



Clark Public Utilities' 2016 Energy Resources

Hydro	58.0%
Natural Gas	32.8%
Coal	1.7%
Nuclear	7.3%
Other *	0.2%

* "Other" includes biomass, other non-biogenic, and petroleum.



**"Highest in Customer Satisfaction
among Midsize Utilities in the West,
Ten Years in a Row"**

Clark Public Utilities received the highest numerical score among 14 West Midsize brands in the J.D. Power 2008-2017 Electric Utility Residential Customer Satisfaction Study. 2017 study based on 99,145 total responses, measuring customer experiences and perceptions with their residential electric utility company, surveyed July 2016-May 2017. Your experiences may vary. Visit jdpower.com.