

Currents

Published monthly for the customer-owners of Clark Public Utilities

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PAYMENT ASSISTANCE AVAILABLE

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.

EQUAL PAY

Equal Pay is an easy way to make your utility payments more predictable. When you sign up, we average your yearly bill into equal payments to help with budgeting. Your monthly Equal Pay amount is calculated using an estimate of your yearly consumption and any outstanding balance or credit, divided into 12 equal payments. That amount is reviewed twice a year, adjusted if necessary, and you never pay for more than you use. If you struggle with seasonal spikes in your utility bill, sign up for Equal Pay and the impact of higher heating bills in the winter or the cost of cooling in the summer will be spread evenly across payments all year.

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, visit our website, or call customer service.

PAYMENT ARRANGEMENTS

We offer payment options to customers having trouble paying utility bills on time or in full. Just call us and we'll work with you to make payment arrangements to fit your situation.

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

LIGHT LINES

Trim Trees this Holiday Season



Keeping the power on is the top priority at Clark Public Utilities, but weather-related outages are difficult to avoid. However, trimming and removing trees around power lines can help reduce outages and improve safety. Although we operate a proactive tree trimming program year-round, we need your help and cooperation to identify trees that are close to power lines.

If you see a tree close to a power line that looks like it could cause an outage or unsafe situation, please let us know. You can call us at 360-992-3000 or fill out our online trimming request form.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



Keep Holiday Lighting Efficient

Holiday lighting is fun and festive but can cause your energy bill to rise. If you hang holiday lighting, consider swapping out traditional lights for strings of LEDs. Light emitting diode (LED) light bulbs use significantly less power than traditional incandescent bulbs and give off almost no heat, which reduces fire risk. They are also waterproof as well as chip and fade resistant and use 90 percent less electricity than traditional holiday lights.



Register Now for Race for Warmth!



Registration is now open for the 5th annual Race for Warmth, a 5k/10k walk and run benefiting Operation Warm Heart. The race will be held Sunday, January 27, and we hope to see you there! Register today or make a tax deductible donation to Operation Warm Heart at RaceforWarmth.com.

Since its creation in 1985, Operation Warm Heart has helped thousands of customers in financial crisis pay winter heating bills.



Make Electrical Safety a Priority



Electrical safety is always in season. Here are some tips to help you stay safe year round.

Outlets - Don't overload electrical outlets. Too many plugs in one outlet may create enough heat to start a fire. Make sure outdoor outlets have ground-fault circuit interrupter (GFCI) protection to guard against shocks.

Cords - Make sure cords are in good condition - not frayed or cracked. Cords should never be nailed or stapled to the wall, baseboard or any other object. This can damage the cord's insulation.

Outdoor safety - Electric power tools should not be used in the rain, on wet ground, or in other wet conditions. Inspect power tools and electric mowers for frayed power cords, broken plugs, and cracked or broken housings. If a tool is damaged, repair it or replace it. Always use an extension cord that's marked for outdoor use, and rated for the power needs of the tools you're using. And remember to look up to avoid overhead power lines, and call 811 before you dig to avoid underground power lines.

"Highest in Customer Satisfaction among Midsize Utilities in the West, 11 Years in a Row"



Clark Public Utilities received the highest score in the West Midsize segment of the J.D. Power 2008-2018 Electric Utility Residential Customer Satisfaction Studies of customers' satisfaction nationally among electric residential customers. Visit jdpower.com/awards