

Currents

Published monthly for the customer-owners of Clark Public Utilities

APRIL 2019



WATCH FOR YOUR APRIL BILL CREDIT

The Clark Public Utilities Board of Commissioners has approved a customer bill credit to return \$10 million in surplus revenue from 2018. Customers with active accounts in February and March will see the credit, equal to about 28 percent of the average monthly energy use of those two months, applied to the April bill. Please note that April bills are based on the date your meter is read and some "April" bills may be received in early May.

As a public utility, we are non-profit and our priority is always to provide the most reliable, affordable power with excellent customer service. Every year we set a conservative annual budget to make sure rates remain stable in case any variable affecting pricing increases dramatically throughout the year. When multiple variables act in favor of the utility a surplus can result, and the board of commissioners decides where those funds are allocated each year.

At the March 18 board meeting, commissioners agreed this portion of the 2018 surplus funds should be allocated to customers in the form of a bill credit. Rates have not changed since 2011.

GIVE RENEWABLE ENERGY A GREEN LIGHT

For as little as \$1 a month, you can support local development of clean, renewable electricity through our voluntary Green Lights program. A portion of the funds also supports local education by providing teacher training and renewable energy classroom materials to students across Clark County.

LIGHT LINES

Scam Call Warning



Residential and business customers have reported receiving calls claiming to be from Clark Public Utilities, threatening disconnection unless a payment is made immediately. This is a SCAM.

These calls can be very convincing and might even appear to be from our utility phone number on caller ID. But they are fake and illegal.

In addition to sophisticated and convincing phone scams, thieves are also using emails disguised as coming from Clark Public Utilities MyAccount to solicit personal information.

Do not make a payment if you receive this kind of call or email. Hang up and call us at 360-992-3000 to check the status of your account.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com

Interpreters are available. Please let us know how we can help with language assistance.
Доступны услуги переводчика. Сообщите нам, если вы нуждаетесь в языковой поддержке.
Tenemos intérpretes disponibles; háganos saber cómo podemos ayudarle en su idioma.



Plan Before You Plant

Trees clean the air, shade homes from summer heat and add beauty to our Northwest neighborhoods. But trees can also cause damage if planted too close to power lines. In fact, trees that come in contact with power lines cause nearly 25 percent of all outages in Clark County.



If you're planning to plant a tree or shrub under a power line or near utility equipment, we need your help! The most important thing is to choose the right kind of tree. When planting under power lines, choose trees that grow less than 25 feet tall and plant trees and shrubs at least six feet away from utility poles or equipment.

Talk to your local nursery for TreeSmart guidelines. Visit our website for lists of trees appropriate for planting near power lines, and tips to help keep our local electric system safe and reliable.

LIHEAP Funds Available



The federal Low Income Home Energy Assistance Program (LIHEAP) provides grants to help eligible residents pay for a range of home heating fuels, including electricity, natural gas, oil, wood and propane.

Clark Public Utilities partners with Clark County to administer the LIHEAP program for all residents, regardless of heating fuel type.

To find out if you meet the eligibility requirements for financial assistance, visit our website or call Customer Service at 360-992-3000 24 hours a day, seven days a week. To schedule a LIHEAP intake appointment, call 1-855-353-HEAT (4328).

Celebrate Spring with Energy Savings!

Spring is a great time to start thinking about ways you can save energy and increase the efficiency of your home. Here are some simple, affordable ways to reduce wasted energy and lower your bill all year long:

- Use timer light switches in garages, attics and other areas where lights may be accidentally forgotten and left on for long periods.
- Install low-flow showerheads and faucet aerators. Not only do these inexpensive changes reduce water use, they also lower energy use by cutting back on water heating costs.
- When running your dishwasher or clothes washer, use an energy efficient setting if available, only run full loads, and consider air-drying.
- Set refrigerators no colder than 37 degrees Fahrenheit and freezers to 0 degrees Fahrenheit. A refrigerator/freezer thermometer is a good investment!
- Using a ceiling fan is an inexpensive way to stay cool. If you have air conditioning, set it a few degrees higher than you would normally to save on cooling costs.



"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