

Currents

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POWER OUT? HERE'S HOW WE FIX IT

During a power outage Clark Public Utilities crews work hard to restore power to every customer as quickly as possible, understanding the steps to restoration can help you plan and prepare for the next one. Whether you live in the heart of Vancouver or the edges of the county, it's important to be prepared for outages and aware of the process we follow when restoring power. Our first priority is to protect public safety and then to restore power to the greatest number of people as quickly as possible. Repairs are prioritized in the following order:

1. Hazardous conditions that pose a threat to public safety.
2. High-voltage transmission lines that connect generation sites to substations, which serve thousands of people.
3. Substations, which adjust high-voltage electricity levels safe for home use. Even neighborhoods served by buried power lines can still experience a power outage when substations or transmission lines are damaged.
4. Major lines from substations which usually serve hundreds of customers.
5. Power lines serving small neighborhoods and individual homes. These repairs can't be made until the others are completed.

LIGHT LINES

PROTECT YOUR PIPES

Don't let the cold ruin your winter, protect your home's pipes from the elements. Repairing frozen water pipes is time consuming and can be very expensive. When the mercury plummets, the pipes in your unconditioned crawl space and poorly insulated walls are especially vulnerable to freezing.

Protect your plumbing by insulating any exposed pipes. Wrap all valves and fittings as well. Winterize or cover all outside faucets, and seal any gaps surrounding pipes at the home's exterior. Drain all outside water lines and shut off the valve supplying outside lines.

When the temperature drops below freezing, open cabinet doors below sinks to allow the warm air to circulate around the plumbing.

For more winter-ready tips, visit clarkpublicutilities.com.



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READY YOUR HOME BEFORE YOU GO



Leaving home for three days or more this winter? Make sure your home is prepared for your absence.

- Lower the heat to 55-60 degrees.
- Turn off your electric water heater or set a gas water heater to "pilot."
- Unplug TVs, computers, and other electronics to avoid vampire draws.
- If you're concerned about your pipes freezing, turn off your home's water supply at the main shut-off valve and drain your faucets.
- Have someone check your home occasionally.
- Empty the fridge of any perishables. For extended absences, empty it completely, unplug it and leave the door open.

REPORT OUTAGES WITH POWERLINE

When the power goes out in your neighborhood, don't assume the neighbors have called it in. Customers should report every power outage so we can restore service as soon as possible. Call PowerLine, our automated outage reporting system at 360-992-8000 or report it at clarkpublicutilities.com. With either tool you can get updates on current outages we're aware of and report new ones.

If you use PowerLine, be sure that we have your correct phone number in our computer system.

To update it, add your number on your payment stub, email it, fill out our online form, sign in to MyAccount or call us at 360-992-3000 to verify with us.

For the latest information on outages, visit the outage map on our website.



REGISTER TO RACE FOR WARMTH!



Sign up today for the sixth annual Race for Warmth! Registration is open for the 5k walk/run and 10k run. The event benefits Operation Warm Heart, the utility's donor-funded program that assists local families in financial crisis pay electric bills. The popular event will be held on Sunday, January 26. Register for the race or choose the "Sleep in to Stay Warm" option to support Operation Warm Heart and stay warm at home instead! Every dollar donated goes directly to those in need. Register or make a tax- deductible donation to Operation Warm Heart at RaceforWarmth.com!



"Highest in Customer Satisfaction among Midsize Utilities in the West, 12 Years in a Row"