

Currents

Published monthly for the customer-owners of Clark Public Utilities

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HELP YOUR COMMUNITY STAY WARM

Home heating costs reach their peak during winter and many in our community struggle to keep their homes warm and energy bills affordable.

You can help make the season easier for friends, family, and neighbors by purchasing a Clark Public Utilities gift certificate, making a payment to their utility account, or donating to Operation Warm Heart.

Certificates can be redeemed by mail or in person at either utility customer service location.

Payments on another person's utility account can be made at any time, in any amount, although customer service will not tell you the balance on any account that isn't yours.

If you'd like to help the community more broadly, make a tax-deductible donation to Operation Warm Heart, or sign up for the upcoming Race for Warmth on Sunday, January 26. Every dollar of registration fees directly benefits the program. Register today at RaceforWarmth.com.

Since 1985, Operation Warm Heart has helped nearly 15,000 families in financial crisis with more than \$3.6 million in energy assistance.

If you are struggling to pay energy bills, contact our customer service department anytime, 24 hours a day, or visit our website for more information on program eligibility and next steps. A customer service representative can review the programs with you and discuss which options are best suited for your situation.

LIGHT LINES

STOP THOSE LEAKS

Small leaks can become big problems if they're not fixed quickly.

Faucets are common culprits, but sometimes leaks can be underground or in your plumbing.

If you suspect a leak, try these steps before calling a plumber.

First, shut off all fixtures, toilets and appliances so no water is being used anywhere in the house.

Second, mark the position of the dial on your water meter. Make a note of the reading and then check it 15 minutes later.

If the dial moved or if the read has progressed, check all the hose connections, faucets, and toilets in your home. Many leaks can be fixed in a few minutes with minimal tools. If you can't find it, or if it's too difficult to repair, call a plumber for assistance.



CONTACT US

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REPORT POWER OUTAGES

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FREE SMART THERMOSTAT



This winter, qualifying customers can get a free smart thermostat and start seeing savings on their electric heating bills. We are currently offering free installation of a Nest E smart thermostat and up to 10 LED lightbulbs — a \$300 value — at no cost and with no strings attached.

To qualify, customers must have a heat pump or electric furnace. The household income must not exceed 400 percent of the federal poverty level, or right about the median income of Clark County. For example: a family of four earning a gross income of \$8,583 or less per month qualifies for the program. Both home owners and renters are eligible. Homes that already have a Nest or Ecobee smart thermostat installed do not qualify.

Other conditions apply. For more information, and to see if your household qualifies, visit clarkpublicutilities.com/nest or call 360-992-3347.

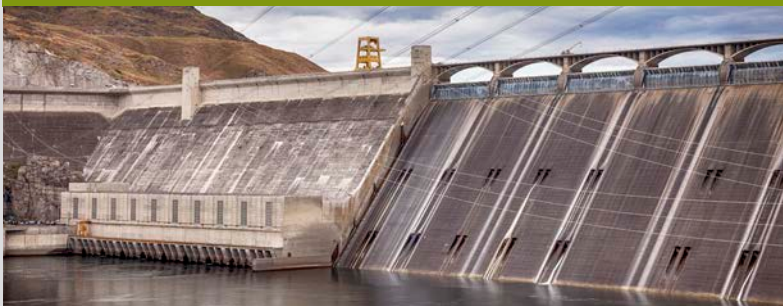
SAFE WATCH



Clark Public Utilities participates in the county-wide Safe Watch program. This logo is placed on hundreds of utility, county and C-Tran vehicles and indicates that the vehicle may be stopped when in need of help.

In an emergency, flag down a vehicle with the Safe Watch logo by waving your arms over your head. The drivers have radios, cell phones, and other means of communication to get you help. Many of these drivers are CPR and first aid certified. Make sure your children, friends, families and co-workers know about this valuable community resource.

FUEL MIX



The 2018 Clark Public Utilities Fuel Mix

Hydro	57.12%
Natural Gas	25.47%
Nuclear	7.06%
Other *.	10.35%

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



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