

Currents

Information Related to COVID-19 Utility Response

MARCH 20, 2020

TO OUR CUSTOMERS, FRIENDS, NEIGHBORS, AND COMMUNITY,



Lena Wittler
*Clark Public Utilities CEO
and General Manager*

I want you to know that Clark Public Utilities is committed to keeping the lights on for all customers and remaining available for customer service 24 hours a day, seven days a week at 360-992-3000, mailbox@clarkpud.com or at clarkpublicutilities.com. Electricity and water are essential services, vital to health, commerce and well-being, and our employees are prepared to provide and maintain this critical resource. We've been planning since February to pivot as needed to secure, distance, and mobilize our workforce to prevent disruptions in service.

We are following all public health and community support guidance and will continue to make changes as recommended to keep providing you with safe, reliable service. One simple thing you can do to help is to sign up for MyAccount and paperless billing. It provides us with a way to communicate with you in a timely and efficient manner. Signing up for paperless billing, text alerts and email notifications is all available through MyAccount on our website, and a customer service representative can help with the process over the phone if needed, any time of day.

As a nonprofit, public utility we ask that customers who are able to continue paying their monthly utility bills, please do. This will help us preserve business continuity while providing flexibility to those most impacted. However, as our community takes proactive steps to protect residents' health and safety, we know many customers are experiencing financial hardship. We have taken the following measures to help alleviate worry and maintain the vital services we all need in the coming months together.

Our commitment to you:

- We proactively stopped service disconnections — all customers currently have power and water. At this time we are not disconnecting service for lack of payment. Services will be stopped only when requested by a vacant property owner or to ensure safety.
- We expanded assistance programs — eligibility requirements have been adjusted for our utility payment assistance programs to allow more of our customers in need to qualify. Any customer experiencing financial crisis should call us for assistance options or to make payment arrangements.



CONTACT US

PHONE 360-992-3000

EMAIL mailbox@clarkpud.com

QUICK PAY 360-992-3400

WEBSITE clarkpublicutilities.com

REPORT POWER OUTAGES 360-992-8000

- We closed the in-person customer service lobbies and drive through windows — it's important to protect the health of employees and customers. However, we remain open virtually around the clock. Customer service representatives continue to be available 24 hours a day, seven days a week and we encourage customers to call or email with questions or concerns.
- Field work is limited — work in our communities by Clark Public Utilities employees and utility contractors is limited to restoring service after outages and tasks necessary to continue providing service. Critical work includes safety-related repairs to the electric and water systems, and meter work. Employees in the field follow public health recommendations for social distancing and sanitization. To reduce potential exposure we ask that you not approach field workers. I'm sure they'd appreciate a friendly smile and wave though!

While we're doing all we can to prevent service interruptions, there is always the potential for power outages. If the lights go out, please continue to report outages as you always would, by calling 360-992-8000 or using the online outage reporting tool on our website, which is designed to work on computers, tablets and smartphones.

Like all in our community, we will continue to adapt to the changing circumstances and make all necessary adjustments to help keep you and our employees safe and healthy.

I appreciate your patience and flexibility as we all navigate this crisis and continue to make decisions based on the best information available, and be proactive to protect our community. We've been here for you since 1938, providing safe and reliable service, and will continue to keep the lights on for you as we move through this together.

Sincerely,



Lena Wittler
Clark Public Utilities CEO and General Manager

We're keeping the lights on!

Our lobbies are closed, but we're available 24/7

For more information

clarkpublicutilities.com
or 360-992-3000

