

# Currents

Published monthly for the customer-owners of Clark Public Utilities

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## STAY HOME, STAY HEALTHY AND SAVE ENERGY

As we continue into an extended stretch at home, there are many simple ways we can maintain comfort without wasting energy. Small changes in how we live can go a long way toward reducing energy usage without compromising on comfort or convenience.

To get started:

- Turn off electronics at the power source when they're not in use; many still use energy when at rest or on standby mode.
- Reprogram thermostats—adjusting settings for your new schedule can help save energy and maintain a more consistently comfortable temperature all day.
- Turn off lights when you leave a room and in homes with zonal heat, turn the heat off too.
- Take shorter showers or fewer baths to use less hot water. Heating water accounts for a significant portion of a home's energy usage.

Kept consistent, these small lifestyle adjustments can add up to energy savings that make a difference. And saving energy is something an entire household can rally around and do their part.

For a minimal investment, caulk and weather stripping can be used to seal air leaks around doors and windows; expanding foam will plug holes around a home's exterior or around plumbing fixtures; and LED light bulbs use much less energy than incandescent bulbs or CFLs. All these products can be purchased for reasonable prices online and picked up curbside or delivered.

Get more tips about cutting energy waste at home by calling or emailing the Clark Public Utilities Energy Counselor of the Day between 8 a.m. and 5 p.m., Monday through Friday, at [ecod@clarkpud.com](mailto:ecod@clarkpud.com) or 360-992-3355.

## LIGHT LINES

### ASSISTANCE IS AVAILABLE

Efforts to slow the spread of COVID-19 have caused financial hardship for many in Clark County. But home electricity and water shouldn't be an additional anxiety during this time.

To help, disconnections and late fees have been suspended, and no customers are without water or power.

If you're experiencing sudden loss of income, call us anytime for assistance options or to make payment arrangements. Eligibility requirements for our assistance programs have been adjusted to allow more customers to qualify.

For more information, visit our website or call Customer Service. Our office lobbies are closed, but representatives are available 24 hours a day, seven days a week by phone or email.



### CONTACT US

PHONE ..... 360-992-3000

QUICK PAY ..... 360-992-3400

REPORT POWER OUTAGES

..... 360-992-8000

EMAIL ... [mailbox@clarkpud.com](mailto:mailbox@clarkpud.com)

WEBSITE... [clarkpublicutilities.com](http://clarkpublicutilities.com)



## DON'T SLIP ON ELECTRICAL SAFETY

In recent weeks, people of all ages have been spending much more time indoors. All those extra hours at home almost certainly mean more interactions with home office equipment, electronic appliances and other household devices.

Ensure your home continues to be safe and comfortable by practicing good electrical safety habits.

Electrical failures and malfunctions are a leading cause of home fires across the United States, but a few simple precautions can help protect you, your loved ones and your property.

- Never overload power strips or surge protectors with high wattage or heat-producing devices. Always plug space heaters, air conditioners or coffee makers into outlets directly.
- Inspect all electrical cords for fraying, cracked insulation, or exposed wires. Never run cords under rugs or through doorways. And never use nails or staples to hold cords in place.
- Occasionally test the ground fault circuit interrupter outlets, also known as GFCIs in your home. Plug in a lamp then press test, the light should go off. Press reset to reconnect the circuit.
- Avoid leaving charging cords for electronic devices within reach of young children or animals. Pets may chew on electrical cords if they're within reach.
- Organize entertainment system or office equipment cords and secure them away from walking areas to avoid trips and falls.

## CURRENTS NOW AVAILABLE ONLINE IN SPANISH AND RUSSIAN

Para ver una versión en español de este boletín, visite nuestro sitio web.

Если вы хотите прочесть данную брошюру на русском языке, пожалуйста, посетите наш сайт.

Recognizing that Spanish and Russian are the second and third most spoken languages in Clark County, respectively, we're offering our newsletter in both languages on the Currents page of our website.

## MYACCOUNT PUTS YOU IN CONTROL



Even from a distance, you can count on Clark Public Utilities to deliver the same high level of service you've come to expect.

With MyAccount, it's easy to manage your utility account any time, from anywhere. This secure and convenient online tool offers free home energy calculators, usage history and tips to reduce energy waste.

New this year, MyAccount now features text or email notifications for billing and outages. Personalize your subscriptions to stay up to date on service interruptions, payment status and switch to paperless billing.

With MyAccount it's easy to go paperless, enroll in EqualPay or set up automatic payments. Log in on any computer, tablet or smartphone.

All you need to sign up is your account number. If you have questions, we can help. Customer service is always just a phone call away.



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