

# Currents

Published monthly for the customer-owners of Clark Public Utilities

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## KEEPING THE LIGHTS ON TOGETHER

We know many of our customers are enduring financial hardship due to reduced work hours, and business closures caused by the COVID-19 pandemic.

Customers who've suddenly lost income and are unable to make regular utility payments are encouraged to contact us now to discuss payment assistance options or to make extended payment arrangements.

To help the communities we serve weather this public health crisis, the utility is committed to continued electricity and water service during this critical period. In addition to temporarily halting disconnections, we've made more payment assistance available and raised the maximum grant amounts available to eligible households. Initial income verification still requires a review of the prior three months, but the last 30 days may be enough to demonstrate need. Eligibility may be obtained through self-certification in the event of documentation access difficulties.

Customer service is available remotely at 360-992-3000, 24 hours a day, or by email at [mailbox@clarkpud.com](mailto:mailbox@clarkpud.com).

More information on payment assistance is available at [www.ClarkPublicUtilities.com](http://www.ClarkPublicUtilities.com).

For those who are financially able, we ask that customers continue to make monthly utility payments. As a nonprofit, public utility, we provide at-cost service and we're in this together. By continuing to stay current on your utility account, we are able to keep delivering the high level of service and reliability you've come to expect from Clark Public Utilities, for all customers, during this historic public health event.

## LIGHT LINES

### BE THE DIFFERENCE, DONATE TO OPERATION WARM HEART TODAY

The collective effort to slow the spread of COVID-19 has had tremendous consequences in the lives of many of our friends and neighbors. You can help your community members to endure this uncertain period by donating to Operation Warm Heart.

Since 1985, Operation Warm Heart has provided nearly \$3.6 million to 14,800 limited-income families in crisis to help pay electric bills.

Donating is easy and may be tax-deductible. Make a one-time or ongoing donation today. To get started, visit our website, give us a call or include a contribution with your monthly utility payment. Every dollar goes directly to helping local families in need.



### 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)



## STAYING BUSY WHILE STAYING HOME SUPPORTS LOCAL BUSINESSES



Like so many annual traditions, the Home & Garden Idea Fair was canceled for the first time in nearly three decades.

As a public, customer-owned utility, we are

committed to following the state's "Stay Home, Stay Healthy" guidelines and doing all we can to protect the health and safety of our customers and employees.

Still, as this period of physical distancing stretches on, many are using the time to tackle home maintenance, updates and upgrades, and improvements to living spaces indoors and out.

Every year, the Home & Garden Idea Fair has brought together hundreds of local businesses all dedicated to making your

vision a reality, and this year is no exception. As restrictions ease on some project work, landscaping and curbside retail, we want to welcome you to the Virtual Home & Garden Idea Fair. This online resource puts you in touch with professionals dedicated to creatively and compliantly assisting with your summer home projects.

Visit [HomeandGardenIdeaFair.com](http://HomeandGardenIdeaFair.com) for links to hundreds of home and garden businesses ready to assist you in all things home improvement. Many participating vendors have set up protocols to provide products and services while maintaining physical distancing necessary to protect the health and safety of all. For anything from vegetable starts to design and installation of an outdoor oasis, the Virtual Home & Garden Idea Fair has inspiration and resources at your fingertips.

## STAY SAFE DURING YOUR NEXT PROJECT: CALL 811



No matter if you're putting up a fence post or planting a shade tree, remember to call 811 at least two business days before you dig.

One call to 811 will direct every local utility to identify underground lines, pipes and wires that run under your property. Each utility will mark its facilities with water-soluble paint—it's free of charge and required by law.

Calling 811 can help you avoid digging into buried power lines or other underground utilities, which can have expensive and dangerous consequences. Property owners are responsible for all damage caused to underground electric, water and other utility lines so make the call and dig safely.

## 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.



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