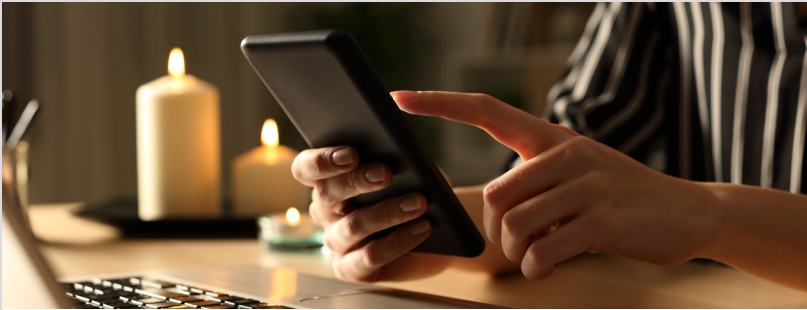


Currents

Published monthly for the customer-owners of Clark Public Utilities

SEPTEMBER 2020



PREPARE FOR POWER OUTAGES

Storm season is just around the corner and that means a greater risk for power outages in Clark County. We work year-round to prevent outages, but sometimes they still happen—especially in more heavily wooded areas. Strong winds and heavy rains can blow branches or whole trees into power lines and leave entire neighborhoods in the dark, so your household should be prepared and ready when the lights go out.. Take some time to make a plan and build an emergency kit.

Get the whole household involved. That way everyone will know what's in your kit, where it's stored, and what to do from the instant the power goes out to the minute it's back. Here are a few important tools to include in your kit:

- Multiple flashlights, at least one for everyone in the family
- Lots of batteries and a battery pack for electronic devices
- Drinking water for everyone for at least three days
- Nonperishable food for people and pets
- A manual can opener
- A wind-up or battery operated radio
- A first aid kit, medication and hygiene supplies

Store your supplies in a sturdy and accessible container, such as a large plastic tote or a durable drawstring bag. Keep it in an easy to access location. Consider decorating it with glow in the dark paint or stickers to make it easy to find.

Flashlights will be critical in helping you get around safely in the dark. So, in addition to those in your kit, store a few around your home. You never know where you'll be when the lights go out. Extra water will keep everyone hydrated and save you from making a potentially risky trip to the store, should your home lose its supply. A radio will keep you informed on the latest news. Nonperishable food usually requires little or no preparation to keep everyone fed until kitchen appliances work again. More helpful outage information is available at our website.

LIGHT LINES



REPORT OUTAGES AND RECEIVE UPDATES

When the lights go out, call the automated Power-Line at 360-992-8000 or use the reporting tool on our website to let us know.

PowerLine callers also receive the latest information on outages. To ensure PowerLine works for your household, make sure we have the correct phone number for your account. That way, when you report an outage, we'll be sure to know it's your house that needs service. Customers can also view additional information on our website's outage map and can subscribe to text or email outage notifications and manage alert preferences in MyAccount.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



NEW REBATES FOR HVAC UPGRADES AND WINDOW REPLACEMENTS



Want to lower your home's energy costs, reduce energy waste and maximize your personal comfort? Now is a good time to invest in your home. For a limited time, we've significantly increased rebates for new heat pumps, ductless heat pumps and double and triple pane windows for our customers with electrically heated homes.

The rebate you qualify for will depend on your home's current electric heating system. For example, customers will receive a \$1,000 rebate when installing a new ductless heat pump, while customers with electric furnaces may be eligible for \$2,000 for the installation of a centrally ducted variable speed heat pump.

Homeowners with single pane or metal framed windows may qualify for \$6 or \$8 per square foot rebate on double or triple pane windows, respectively.

Other qualifications also apply. In addition to having electric heat, all the work must be performed by a contractor participating in the utility's Contractor Network. The network is simply a list of contractors the utility knows to be well-versed in the current rebates and weatherization programs, maintain all necessary licenses, bonds, insurance and all necessary professional certifications.

Participating contractors also meet our high customer service standards, including all applicable social distancing guidelines from the Centers for Disease Control and Prevention.

To find out more, call the Clark Public Utilities Energy Counselor of the Day at 360-992-3355, or email ecod@clarkpud.com.

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.

EXPANDED PAYMENT ASSISTANCE REMAINS AVAILABLE



The ongoing pandemic has put many in our community in unprecedented financial turmoil. But of all the anxieties our customers face at this time, home electricity and water shouldn't be among them.

Late fees and disconnections remain suspended. No customers are without service.

Customers who've experienced a sudden loss of income should contact us right away. Our Customer Service representatives can walk you through assistance options or set up flexible payment arrangements. We've adjusted the eligibility requirements of our assistance programs to allow more customers to qualify more quickly.

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



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

Clark Public Utilities received the highest score in the West Midsize segment of the J.D. Power 2008-2019 Electric Utility Residential Customer Satisfaction Studies of customers' satisfaction nationally among electric residential customers. Visit jdpower.com/awards