

# Currents

Published monthly for the customer-owners of Clark Public Utilities

OCTOBER 2020



## PREPARE FOR POWER OUTAGES

Fall is a beautiful time of year in the Pacific Northwest, but can bring an early start to the winter storm season. Powerful wind and heavy rain can break branches, topple trees and cause power outages. Our crews work hard to restore service as quickly as possible, but customers may experience prolonged outages when there's widespread system damage. In addition to having an outage kit on hand, there are several things you can do to be prepared and safe if the lights go out.

**REPORT THE OUTAGE RIGHT AWAY**—If you lose power, first check to see if anyone else in your neighborhood is affected. If not, check your service panel or breaker box to rule out any issues originating inside your home. When you're sure there is an outage, call PowerLine at 360-992-8000 or use the reporting tool on our website. Only call 911 if there's a fire, injured person or immediate danger.

**PROTECT ELECTRONICS**—Protect your electronic equipment and ease the demand on the electric grid when power is restored by turning off and unplugging electronics during the outage, especially heat-producing devices. Help our crews know your home has power restored by leaving your porch light and one indoor light switched on.

**LISTEN OR WATCH FOR UPDATES**—During a major outage, check our online outage map for the most up-to-date information and monitor social media and news websites for updates.

**STAY WARM**—If the heat is off, dress in warm layers to preserve body heat. During a long outage, find a warm place to go until your home's power is restored.

**AVOID DOWNED POWER LINES**—Always assume a fallen line is energized. Stay far away and never touch or attempt to block or move them. Report downed lines to us immediately and we'll send a crew to fix it right away.

## LIGHT LINES

### CELEBRATING OUR CUSTOMERS DURING PUBLIC POWER MONTH

October is Public Power Month and a time to reflect on the many benefits of nonprofit, customer-owned electricity.

Around the nation, more than 2,000 public power utilities energize the homes and businesses of about 50 million customers in 49 states. Public power customers are in control of their utilities and enjoy low rates, high reliability and excellent service that comes from a sincere and consistent customer focus.

Today, we deliver electricity to more than 211,000 and water to nearly 37,000 homes and businesses in Clark County.

At Clark Public Utilities, our focus is delivering the best service possible, safely and affordably, every day.



### CONTACT US

PHONE .....360-992-3000

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

REPORT POWER OUTAGES

.....360-992-8000

EMAIL .... mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



## CONTINUING ONLINE LEARNING DURING AN OUTAGE



Clark Public Utilities operates and maintains one of the most reliable electric systems in the region, but outages can still occur.

During this time, with many working and schooling from home to curb the spread of COVID-19, outages can be especially disruptive. As always, our crews work around the clock to restore power as quickly as is safely possible, but in the event of an extended outage, these tips can help minimize disruption while working and learning from home.

- Use cell phones or data-enabled tablets to report and track outages, and continue online learning. Conserve power by closing non-essential apps and activating power saving modes.
- Consider purchasing a portable power bank to energize critical electronics during long outages.
- Car batteries or inverters can also be used to charge electronics. Many newer cars even come equipped with USB ports.
- If your home is without power, Wi-Fi or mobile data, call the school to report your student absent according to district protocol.
- Stay informed by subscribing to your school district's emails, text alerts and social media feeds.

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.

## CRITICAL LIFE-SUPPORTING ELECTRICAL SERVICE



We maintain a record of customers who can't live without electrically powered life support equipment, as well as customers who use electric medical equipment but are not in immediate danger in an outage.

These records help with planning maintenance work, but customers must have a backup plan in the event of outages.

If you or a loved one are dependent on electric equipment for life support, please contact us. Customer Service Representatives are available 24 hours a day, seven days a week. You may also fill out a life support status form on our website by typing "life support application" into the search bar and choosing the first result.

After receiving your request, a Customer Service Representative will contact you.



**"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](http://jdpower.com/awards)