

Currents

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MAKE AN OUTAGE KIT AND HAVE A PLAN

Forecasters predict a wet and cold winter ahead of us, and that could lead to an increase in the number of storm-related outages Clark Public Utilities customers experience in the coming months.

The utility works hard to keep the lights on for all in Clark County, but outages can still occur and the time to prepare is now.

Every household should have a plan and kit ready for an emergency or outage. Make a list of all the critical supplies members of your household will need for at least three days, including pets. Include items like nonperishable food, batteries, flashlights, a manual can opener, medications and at least a gallon of water per person, per day. Put all these items in a sturdy bag or tote and store it in a place that's easy to access during an emergency.

Build a communication plan to connect with your household members in an emergency and be sure to include vulnerable family members and friends who don't live with you but may need assistance.

If you use a generator at home, do so with care. Always operate them as far from the home as possible, and never in a garage or under a carport or near open windows. Connect your appliances directly to the generator using appropriately rated extension cords. Never connect a generator to your home electric panel or plug it into an outlet in your home, doing so can create dangerous conditions for line crews who are working in your neighborhood.

When your home loses power, first check if it's just a problem at your breaker box then look to see if your neighbors are also in the dark. Report outages right away by calling 360-992-8000 or using the reporting tool on our website. Only call 911 if there's a fire, injured person or immediate danger.

LIGHT LINES

PROTECT YOUR PIPES

Winter weather can have serious consequences for plumbing. Avoid difficult and expensive repairs by winterizing your pipes.

Make sure the water pipes, valves and fittings under your home are adequately insulated and replace any insulation that is damaged or loose. Winterize or cover all outside faucets and seal any gaps around them.

If you have an automatic sprinkler system, blow all the water out of it and close the supply valves.

If your home is poorly insulated, when the temperature drops below freezing open the cabinet doors below your sink to allow warm air to circulate around the pipes and turn the cold water on to a trickle.

For more winter-prep tips, visit clarkpublicutilities.com.



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REPORT POWER OUTAGES

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REGISTER NOW FOR THE RACE FOR WARMTH



Lace up your favorite shoes and get ready — the Race for Warmth is just around any corner you choose. The seventh-annual fundraising event benefiting Operation Warm Heart will be entirely virtual this year and we're inviting you to come together with us while staying safely apart.

Because participants will race the routes of their choice this year, the race window is extended to a full three days, Jan. 28-31. Rather than meeting at the Clark Public Utilities Electric Center in downtown Vancouver, participants can choose to follow one of many 5K or 10K route options that will be available on the Race for Warmth website, make their own route, or even hit the treadmill at home.

The race is the largest fundraiser of the year for Operation Warm Heart — the utility's donation-supported program that helps families in financial crisis pay home heating bills. Due to the ongoing pandemic, we've seen a significant rise in the number of people relying on the program to help make ends meet.

Every dollar of your \$30 Race for Warmth registration fee goes directly to helping local families. Join more than a thousand racers, generous local business partners including, Area Heating & Cooling, New Tradition Homes, and more than a thousand fellow racers to raise funds for our neighbors need.

Sign up today, or make a tax deductible donation to Operation Warm Heart at RaceforWarmth.com.

FINANCIAL ASSISTANCE IS AVAILABLE



Clark Public Utilities is committed to helping our community navigate this unprecedented time. Late fees and disconnections remain suspended and no customers are without service.

Customers experiencing financial challenges should contact us right away. Customer Service representatives can help determine available assistance options or set up flexible payment arrangements.

Eligibility requirements of our assistance programs have been broadened during this time of crisis to allow more customers to qualify more quickly. For more information, visit our website or call us. Our office lobbies remain temporarily closed to in person visits, but customer service representatives are available 24 hours a day, seven days a week by phone or email.

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.