

Currents

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CITIES NOW MAINTAIN STREET LIGHTS

Streetlights make our neighborhoods safe, more comfortable and easier to navigate when the sun goes down. But who do you call when a streetlight's not working like it should? The answer depends on where the light is located.

Now, city streetlights are maintained by the municipality that owns them, whether that is the city of Battle Ground, Camas, La Center, Ridgefield, Vancouver, Washougal or Yacolt. Clark Public Utilities maintains streetlights outside those communities and on private property for leased lights that were installed by the utility on a utility-owned pole.

If there's a problem with the lights in your neighborhood, be sure to report it to the proper authority so the appropriate crew can address it right away.

The simplest way to identify whether a street light is maintained by a city or the utility is to examine the tag on the pole, pictured above. If the code begins with the letter "P" it is maintained by Clark Public Utilities. If it doesn't, the light is maintained by the city where it's located.

When reporting a streetlight issue, cities will ask for the number on the pole or the street address location. The number can be found on most poles approximately 10 feet above the ground and will be at least nine digits on yellow.

LIGHT LINES

SWITCH TO LEDS



One of the quickest and easiest ways to reduce energy use in your home is to swap out old lightbulbs for LED bulbs, which are available in many styles.

LEDs use about a tenth of the electricity required by incandescent light bulbs and about half that of compact fluorescent lights. Plus, they last years longer — often a decade or more. Unlike compact fluorescent bulbs, there's no mercury or other hazardous chemicals in LEDs, should one break.

Whether indoors or out, LED bulbs come in a variety of shapes, sizes, lumens and colors to meet your needs.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



RACE FOR WARMTH TRADITION CONTINUES

There’s still time to register for the Race for Warmth and help support Operation Warm Heart, the utility’s in-house charity program assisting families in financial crisis.

This year’s event is extended for a full weekend, Jan. 29-31. As we continue efforts to stop the spread of Covid-19, the race will be held virtually and not at the utility’s downtown location. Instead, participants will choose from one of several 5K or 10K routes on the Race for Warmth website, or follow their own favorite route.

Every dollar of the \$30 registration fee goes directly to Operation Warm Heart and participants receive a race shirt, medal, and drawstring bag full of surprises, thanks to generous local business partners including Area Heating & Cooling, 811, New Tradition Homes, Columbia Credit Union and Burgerville.

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

REPORT OUTAGES RIGHT AWAY



Winter storms often lead to a seasonal spike in power outages in Clark County. If the power goes out at your home, report it to us right away by calling the automated PowerLine at 360-992-8000 or using the online reporting tool at clarkpublicutilities.com.

Outage reports are key to helping line crews respond, locate outages and restore power to all affected. Once you’ve reported the outage, turn off all major electrical appliances and devices that produce heat in your home to prevent a potentially unsafe situation once power is restored.

HIGHEST CUSTOMER SATISFACTION 13 YEARS IN A ROW

Clark Public Utilities was ranked “Highest in Residential Customer Satisfaction among Midsize Utilities in the West, 13 Years in a Row.” Delivering consistent electric service for customers requires dedication and teamwork among all employees. We work hard to make your experience with Clark Public Utilities the best it can be, and we take pride in providing you with affordable, reliable service every day. The J.D. Power study measures customer satisfaction with electric utilities by examining six key factors, which cover all areas of utility operations: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer service. All utilities meeting the study criteria are included in the review and your utility has ranked highest in its segment since the first year of eligibility. We use the annual survey results to help identify areas of improvement so we can continue to exceed expectations.



“Highest in Customer Satisfaction among Residential Midsize Utilities in the West, 13 Years in a Row”

Clark Public Utilities received the highest score in the west midsize segment of the J.D. Power 2008-2020 Electric Utility Residential Customer Satisfaction Studies of customers' satisfaction nationally among electric residential customers. Visit jdpower.com/awards for more details.

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