

# Currents

Published monthly for the customer-owners of Clark Public Utilities

APRIL 2021

## PANDEMIC AND ECONOMIC CRISIS RESPONSE, ONE YEAR LATER



Lena Wittler  
Clark Public Utilities CEO  
and General Manager

One of the many benefits of being a nonprofit, public utility is that we are able to focus every day on doing what's right for you - our customers, neighbors, and the communities we serve. This past year put many in our community to the

test navigating job changes and losses, transitions to remote working and schooling, isolation from the communities that keep us connected and engaged, and concern for both health and economic crises.

Before the state issued a moratorium on utility disconnection, we committed to you more than a year ago that no customers would be without service for nonpayment throughout the response to COVID-19. And we continue to keep our word. We also took steps, with leadership from our board of commissioners, to further lower barriers to payment assistance programs and make it possible for those of you who were suddenly and significantly impacted by business closures, loss of child care and other hardships to qualify for relief.

These changes remain in place and we encourage any of our customers who are struggling to pay utility bills to contact us immediately to see what assistance

programs are available. The utility has worked with Clark County, community organizations and our state and federal partners to secure and distribute any additional assistance available, and we continue to look for all opportunities to help both our residential and business customers.

In the last twelve months, with interaction through electronic devices often the only connection many have with work, friends and family, it's even more clear how critical electric and water service remains. We took steps from the beginning of this pandemic to keep our employees safe to ensure we were always able to keep the power on. If electricity and water in your home could talk, we hope it would tell us a comforting story through a difficult year. That it gave you warmth, safety, hot water to sanitize your dishes and clothes, refrigeration for your food, energy to power your electronic devices, and even a bit of cheer through cooking, watching TV and movies, powering tools for home improvement projects, and keeping the coffee ready in an instant when you needed that extra burst of energy.

Just like you, our employees have worked hard to weather this storm and continue to provide the very best service we can, every day.

As vaccine eligibility expands, students begin to go back to the classroom, and extended families are slowly able to come together again, for so many in our community the

*continued on the back*

### CONTACT US

PHONE . . . . . 360-992-3000

REPORT POWER OUTAGES . . . 360-992-8000

WEBSITE . . . clarkpublicutilities.com

QUICK PAY . . . 360-992-3400

EMAIL . . . . . mailbox@clarkpud.com



crisis continues with months of unpaid bills, food insecurity and concern for what comes next. We can assure you that we are here, doing our best to provide the most reliable service at the lowest cost we can.

If you're struggling to pay your utility bill, please call customer service or visit our website and see the ways we can help. We have a long history in this community of flexible payment arrangements, problem-solving and approaching all our customers' needs with empathy. And it's never been more true

than today as our employees across the organization continue to implement new ways to provide relief for those of you who need assistance.

Let us help.



Lena Wittler

Clark Public Utilities CEO and General Manager



## HOME & GARDEN IDEA FAIR AND EARTH DAY FEST MOVE ONLINE FOR 2021



Two favorite spring events are back, just in a different format that allows us to feel close together while staying safely apart.

This year's Home & Garden Idea Fair has moved online. Fans of the home show will still find the tips, tricks, ideas and savings they've come to expect from this annual event, just in a new format. Follow Clark Public Utilities on social media platforms Facebook, Instagram and Nextdoor and check HomeAndGardenIdeaFair.com all weekend for daily updates, new incentives, discounts and helpful home information from our most popular exhibitors. The online-only event will run April 22 - 25, starting with a special Throwback Thursday event.

The StreamTeam Earth Day Fest will also have a new format this year. Virtual Earth Day Fest will be held all day long on April 24. This family friendly event will include several favorite features of years past. We're planning many fun interactive events to be broadcasted online all day. Join us for live events like environmental story time, upcycled crafts, birdhouse building and possibly more. We'll also have several self-led home activities like arts and crafts, weed pulls and tree plantings, prize opportunities and more. Get updates and additional event information at StreamTeam.net.

## WATCH FOR A CREDIT ON YOUR APRIL BILL



Last month, the Clark Public Utilities Board of Commissioners approved the return of \$20 million in surplus 2020 revenue in the form of a customer bill credit.

The \$20 million was distributed proportionately to active customer accounts early in April, based on a percentage of electric usage from March 2020 - February 2021. For customers participating in the EqualPay and Guarantee of Service Programs, the credit was applied to the account balance.

Customers are invited to donate all or a portion of the bill credit to Operation Warm Heart to assist customers in financial crisis. Every dollar donated goes directly to local families in need. A donation link is active in MyAccount, or customers can call us at 360-992-3000.

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.