

# Power Out?

Let's take a quick look outside.



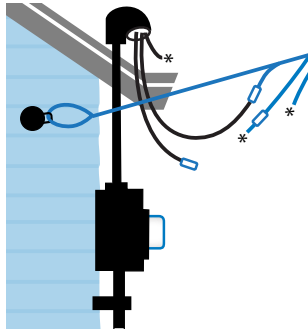
**Identify your electrical service connection components, assess for damage and tips for a successful repair**



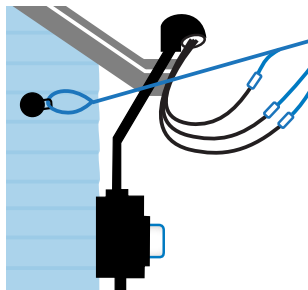
## Is there damage to your connection?

If there is a power outage, our crews respond as quickly as safety allows to repair the lines. Occasionally though, the problem isn't with the electrical lines running down your street—it's at your house.

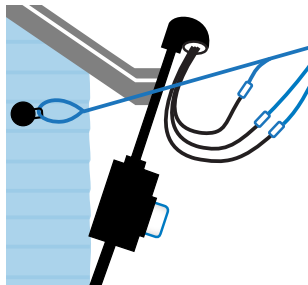
In some cases when there's damage to the meter base at the house, you or the property owner may need to hire an electrical contractor for the repair. This brochure will guide you through the difference between our equipment and yours. That way you'll know who to contact for repairs.



Bent or frayed wires **DO NOT TOUCH**  
(wires inside standpipe/mast likely damaged)



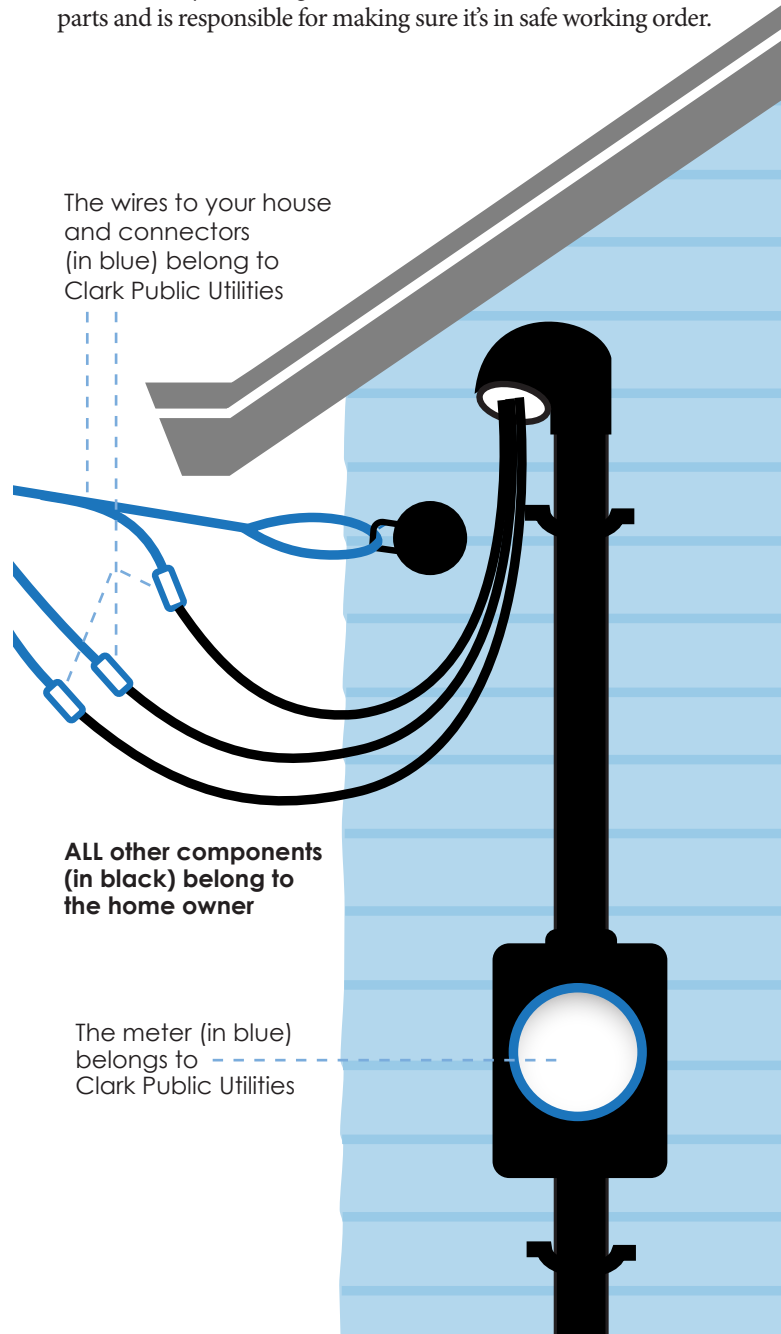
Bent or broken standpipe/mast



Meter base damaged or pulled from building

## What's yours? What's ours?

There's a lot to know about the electrical equipment that brings power to your home. A quick look at the illustration below will provide you with a simple view of these electrical components and how they work together. You'll also see who owns which parts and is responsible for making sure it's in safe working order.



The wires to your house and connectors (in blue) belong to Clark Public Utilities

**ALL other components (in black) belong to the home owner**

The meter (in blue) belongs to Clark Public Utilities

If you have any questions, call 360-992-3000 and speak with a Clark Public Utilities customer service representative. You can call for information 24 hours a day, seven days a week.

## Hiring a contractor to make repairs

If any of the damaged electrical equipment belongs to the customer, an electrical contractor may be needed to handle these repairs. We know unexpected repairs can be costly and a challenge to arrange, choosing the right contractor can make a world of difference. Fortunately, there are several licensed and bonded electrical contractors in Clark County that can safely make the needed repairs.



To get started, here's some questions to ask an electrical contractor to avoid surprises and ensure a good outcome.

- What are your credentials?
- Do you have any references?
- Who will perform the work?
- What work is needed?
- What are your fees?
- What are your specialties?
- How quickly can you respond to our repair needs?
- Is your work under warranty?
- Will I need the power turned off for this work?

Your contractor will need to pull an electrical work permit from the Washington Department of Labor & Industries or the City of Vancouver, if you live within the city limits. Contact Clark Public Utilities Construction Services at 360-992-8558 or [construction@clarkpud.com](mailto:construction@clarkpud.com) two business days before the work is to begin to schedule a disconnect of service. We'll need the electrical work permit number to schedule the disconnect. There is no charge from Clark Public Utilities to disconnect/reconnect an electric service so electrical repair work can be done.

If you have questions or would like to schedule a disconnect of your electric service, please call our Construction Services department 360-992-8558 or email [construction@clarkpud.com](mailto:construction@clarkpud.com).

Our Customer Service department is available 24 hours a day, seven days a week 360-992-3000 to answer general questions about your service.



Learn more at [clarkpublicutilities.com](http://clarkpublicutilities.com) or 360-992-3000

Find us online!

