

Currents

Published monthly for the customer-owners of Clark Public Utilities

MAY 2021



THE BIRDS ARE BACK AT OSPREYWATCH!

Clark County's most famous avian couple has returned for season two of the Clark Public Utilities OspreyWatch. Last year, the utility mounted a livestream camera over a nesting platform, giving the whole world a window into the lives of a young osprey pair. Together they tended to three handsome chicks, and the whole family flew south last summer.

Though we can't say for sure, it's likely the couple on camera this year are the same birds that we watched last year. Osprey mate for life and often return to the same nest year after year, adding new material every season.

You can check in on the osprey anytime. Visit www.clark-publicutilities.com/ospreywatch to see the live streaming video and guess when the eggs will hatch. You may receive a commemorative sticker and possibly win a poster.

The osprey are already roosting on three eggs, and there may be more to come! Check in at the right time in the coming months and you may be lucky enough to see them hatch, the baby birds rolling around in the sun or being fed a fresh caught fish snack or their hardworking parents making improvements to the family nest.

LIGHT LINES

CALL 811 BEFORE YOU DIG INTO HOME AND GARDEN PROJECTS

If you're gearing up to work in your yard or finally going for that long-imagined home renovation, remember to call 811 at least two business days before you dig.

That quick call could avoid both deadly accidents and potentially expensive repairs. Property owners are responsible for all damage caused to underground electric, water and other utility lines, so make the call and dig safely.

One call to 811 will direct every local utility to identify underground lines, pipes and wires that run under your property. Each service provider will mark facilities with water-soluble paint — it's free of charge and required by law.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



MANY CUSTOMERS DONATE BILL CREDIT TO OPERATION WARM HEART



When the utility returned \$20 million in 2020 surplus funds to customers in the form of a bill credit last month, many of you generously clicked or called to donate the credit and pay it forward to families in need.

To date, nearly 1,500 customers have donated all or part of the credit to Operation Warm Heart, collectively sending nearly \$78,000 so far to help Clark County households in financial crisis.

Since 1985, Operation Warm Heart has provided nearly \$3.6 million to 14,800 limited-income families and has become a critical lifeline for many in our community who've experienced hardship during the economic fallout of the COVID-19 pandemic.

Donating is easy and may be tax-deductible. If you would like to help, donations can be made to Operation Warm Heart at any time online or by calling 360-992-3000, and every dollar donated goes directly to local families in need.

CURRENTS AVAILABLE IN SPANISH AND RUSSIAN

Recognizing that Spanish and Russian are the second and third most spoken languages in Clark County, respectively, we're offering our newsletter in both languages on the Currents page of our website.

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.

LIHEAP FUNDS ARE AVAILABLE



Clark Public Utilities is currently accepting appointments for customers who may qualify for assistance through the Low Income Home Energy Assistance Program (LIHEAP).

The utility partners with Clark County every year to administer the LIHEAP program for all county residents. LIHEAP is a federal assistance program for all types of heating, meaning customers may qualify for assistance for electric, gas, oil, propane or wood heat.

To find out if you meet the eligibility requirements for LIHEAP or any of the utility's other financial assistance programs, visit our website or call Customer Service at 360-992-3000 24 hours a day, seven days a week. To schedule a LIHEAP appointment, call 1-855-353-HEAT (4328).



"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.