

Currents

Published monthly for the customer-owners of Clark Public Utilities

OCTOBER 2021

THROUGH IT ALL, WE'RE ALWAYS HERE



Whatever life brings your way, Clark Public Utilities is here to deliver reliable, at-cost power and water, and provide you with excellent customer service.

Clark Public Utilities is a nonprofit, public utility and we have a long history of working with our customers to keep the lights on during times of crisis. With the statewide moratorium on utility disconnections having ended Sept. 30, our customer service representatives are available to help enroll eligible customers in assistance programs or find solutions to get accounts back on track.

Knowing that many in our community continue to face challenges, we've extended our Emergency Community Response measures under the Operation Warm Heart, Senior Rate Credit and Guarantee of Service programs through Dec. 31, 2021. These measures offer greater flexibility when it comes to qualifying for assistance with utility payments.

If you're having a difficult time making your utility payments, or have an outstanding balance, we encourage you to call now. Customer Service Representatives are available 24 hours a day, seven days a week and are trained to help you manage your utility account during this ongoing crisis.

Call 360-992-3000 or email mailbox@clarkpud.com anytime to see how we can help with your utility bill and, if needed, our team can work with you to connect with other community aid programs providing food, employment, housing and medical assistance.

LIGHT LINES

REQUEST A TRIMMING FOR TREES IN LINES



You can help keep our service reliable and interruptions brief by reporting trees and other vegetation that may be growing too close to overhead lines or utility equipment.

Customer reports of trees growing too close to power lines help us protect the grid. We trim any vegetation that poses a threat at no charge. If you know of a location where utility tree-trimming efforts are needed, please contact our Customer Service department at 360-992-3000 or click the "Request a Tree Trimming" tab on our website. A customer representative may contact you to request more specific information.



CONTACT US

PHONE 360-992-3000

QUICK PAY 360-992-3400

REPORT POWER OUTAGES

..... 360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



PLUG IN, POWER UP AND DRIVE



We believe that the many benefits of owning an electric vehicle should be available to any customer who wants reliable, affordable transportation. That's why we've created new rebates to help everyone plug in, power up and drive.

Our low- and limited-income customers may qualify for a \$2,000 or \$1,000 rebate (depending on household income) for the purchase and Clark County registration of a used electric vehicle. With this rebate, customers are free to select any EV of their choice that costs \$20,000 or less. Only one rebate per household is available and income verification is required.

EVs can be charged via a regular wall outlet, but a level II charger, which offers a more powerful energy supply, will substantially speed up the process.

We offer our residential customers a \$500 rebate for the installation of a connected level II charger that is Energy Star rated and WiFi-enabled.

Residential customers that prefer a non-connected charger or a mobile connector that can be plugged into a 240-volt socket may qualify for a \$100 rebate. This rebate does not require Energy Star certification or internet-ready equipment.

Visit the electric vehicle program page at clarkpublicutilities.com to learn more. While you're there, check out our EV calculator to see how much you could save by going electric on the road.

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.

PUBLIC POWER MONTH

Every October, we celebrate Public Power Month in recognition of the many benefits of non-profit, customer-owned electricity.



More than 2,000 community-owned power utilities energize the economies, homes and schools of nearly 50 million customers in 49 states. Customers, not profits, are the central focus of every community-owned utility. Public utilities are led by citizens for the benefit of their communities, and public power customers enjoy low rates, high reliability and unparalleled customer service.

Today, Clark Public Utilities delivers electricity to nearly 222,000 homes and businesses, and water to more than 38,000 customers in Clark County.

At Clark Public Utilities, our focus is delivering the best service possible, safely and affordably, every day.



“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.