

# Currents

Published monthly for the customer-owners of Clark Public Utilities

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## NEW YEAR'S ENERGY RESOLUTIONS

Looking for a resolution that's simple and can start producing long-term benefits right away? Resolve to lower your home energy use.

Whether you rent or own your home, or run a business, there are many ways you can cut energy waste and lower energy expenses without sacrificing comfort or convenience. Start with personal habits. Turn off the lights and electronics whenever you leave a room. Slip on a cozy sweater and warm slippers before turning up the heat. Make your showers just a bit shorter.

Making your home more energy efficient will also help. Switch to LED light bulbs. Check and replace caulk around openings in the exterior of your home to stop drafts. Hang heavy drapes around large windows. Program your thermostat to only heat when you're home. Repair or replace weather stripping around doors to the outside.

For more information, contact the Energy Counselor of the Day by phone at 360-992-3355 or email [ecod@clarkpud.com](mailto:ecod@clarkpud.com).

## LIGHT LINES

### LIGHTS OUT? LET US KNOW!

When the power goes out, report it by calling the automated PowerLine at 360-992-8000 or using the online reporting tool at [clarkpublicutilities.com](http://clarkpublicutilities.com). Both options also offer outage updates and you can sign up for text or email alerts in MyAccount at any time.

During outages, your reports help crews locate problems quickly and restore power fast. After reporting the outage, turn off all major electrical appliances and devices that produce heat to prevent unsafe situations once power is restored. If you can, turn on a porch light so crews can tell which houses are restored as they work.



### CONTACT US

PHONE ..... 360-992-3000

QUICK PAY ..... 360-992-3400

REPORT POWER OUTAGES

..... 360-992-8000

EMAIL .... [mailbox@clarkpud.com](mailto:mailbox@clarkpud.com)

WEBSITE... [clarkpublicutilities.com](http://clarkpublicutilities.com)



## RACE FOR WARMTH HAPPENS THIS MONTH



Get ready, the Race for Warmth is coming up fast! Register today and help support Operation Warm Heart, the utility's donation-funded assistance program for families in financial crisis. This year's event is extended for a full weekend, Jan. 28 – 30. You can participate in our virtual race along any route you choose or even on a treadmill. Need a suggestion? We'll have several 5K or 10K route options posted at [RaceforWarmth.com](http://RaceforWarmth.com).

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

Register your favorite four-legged running companion for just \$5 more and get a race bandana. Sign up today, or make a tax-deductible donation to Operation Warm Heart at [RaceforWarmth.com](http://RaceforWarmth.com).

## HIGHEST CUSTOMER SATISFACTION 14 YEARS IN A ROW

Clark Public Utilities was ranked "Highest in Customer Satisfaction with Residential Electric Service in the West among Midsize Utilities, 14 years in a row," in a customer study by J.D. Power.

Everyone at Clark Public Utilities works hard to provide you with affordable and 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 for improvement so we can continue to exceed expectations.



**"Highest in Customer Satisfaction with Residential Electric Service in the West among Midsize Utilities, 14 years in a row."**

Clark Public Utilities received the highest score in the West Midsize segment of the J.D. Power 2008-2021 Electric Utility Residential Customer Satisfaction Studies of customers' satisfaction with electric utility residential services. Visit [jdpower.com/awards](http://jdpower.com/awards) for more details.

### Correction: Fuel Mix 2020

December Currents print version included an incorrect figure for the latest available fuel mix. Updated information is: Hydropower 50.94%, Natural Gas 29.87%, Nuclear 6.52%, Wind 3.05%, Unspecified\* 9.62%.

\* "Unspecified" is a mix of wholesale market purchases from unspecified generation sources.

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