

Currents

Published monthly for the customer-owners of Clark Public Utilities

SEPTEMBER 2022



SMALL CHANGES CAN ADD UP TO BIG ENERGY SAVINGS

If recent high temperatures had your cooling system working extra hard to beat the heat, you may notice increased energy bills from higher use.

Electric rates at Clark Public Utilities haven't changed in more than 11 years, so higher bills means more energy used, and extreme weather events can have big impacts on heating and cooling costs.

If your energy costs are climbing, we can help. Our team of trained energy counselors are available to help find ways to reduce wasted energy without sacrificing comfort and bring bills back down. Small changes can add up to significant savings!

Visit our website for more information about cutting energy expenses and managing heating and cooling costs. While you're there, or logged into MyAccount, try using a free home energy calculator for a personalized report on how much you can save with a few changes. If you have specific questions or need some advice on where to start, call our Energy Counselor of the Day during business hours at 360-992-3355 or email ecod@clarkpud.com.

For financial assistance and help paying utility bills, a Customer Service representative will be more than happy to talk about your account and find a payment arrangement or assistance program that's right for you.

UPDATED OFFICE HOURS



During the height of the pandemic, utility customer service lobbies were closed to the public. Offices are now open Monday – Friday. Some printed materials may reflect pre-pandemic hours so please check current hours on our website.

LIGHT LINES

FINAL MONTH FOR FREE FRIDGE PICKUP



Clark Public Utilities customers can have old refrigerators hauled away free of charge. But act quickly, this program will end at the end of the month. Instead of moving your old fridge or freezer to the basement or garage, have it recycled for free.

Customers who call 360-992-3000 by Sept. 28 can arrange free pick up and safe recycling of fridges or freezers 10 cubic feet or larger in working condition.



CONTACT US

PHONE 360-992-3000

QUICK PAY 360-992-3400

REPORT POWER OUTAGES
. 360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE . . . clarkpublicutilities.com

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.



SEPTEMBER IS NATIONAL PREPAREDNESS MONTH



Clark Public Utilities delivers some of the most reliable energy service in the country, but sometimes outages still happen. That's why it's important to have an outage kit ready, just in case.

September is National Outage Preparedness Month, just before storm season begins, making it the perfect time of year to build a new kit or update your existing preparedness plan.

Building a kit can be easy and affordable. You can customize your outage kit to include anything you and your household might need—just remember to include a few basics:

- Flashlights for everyone in the family, and maybe a few extras
- Extra batteries and a battery pack for electronic devices
- Drinking water for everyone in the home, one gallon per person, per day for at least three days
- Nonperishable food (check the expiration dates in your current kit and rotate items out if they're getting older)
- A manual can opener
- A wind up or battery operated radio
- A first aid kit, important medication and hygiene supplies
- Pet supplies
- A list of important phone numbers and, if possible, some cash

Place everything in a sturdy container and store it somewhere easy to reach. Make sure everyone in the home knows what's in it, where it's stored and what to do when the lights go out.

For more information or ideas on building an emergency kit, visit our website or the American Red Cross website, redcross.org.

STREAMTEAM WELCOMES VOLUNTEERS OF ALL AGES TO COMMUNITY EVENTS

The utility's StreamTeam invites volunteers back to one of our favorite annual community events, Make a Difference Day.

Mark your calendars now to join us Saturday, Oct. 22 at a StreamTeam project site.

Volunteers will spend the day making new friends while restoring and preserving critical habitat for wildlife in a local watershed.

To register, visit Eventbrite.com and search "Clark Public Utilities' StreamTeam." For more information about the event, visit StreamTeam.net.

Since 1992, our environmental conservation program has been a leader in preserving Clark County's natural heritage. Together with employee and customer volunteers, StreamTeam helps protect native plants, remove noxious weeds and restore habitat for migratory salmon and local wildlife in the Salmon Creek and East Fork Lewis River watersheds.

Make a Difference Day is a national day of community service when people from across America roll up their sleeves and brighten up their corner of the globe. Join us to make a difference right here at home!



"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 for more details.