

# Currents

Published monthly for the customer-owners of Clark Public Utilities

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## HEATING SYSTEM TUNE UP TIME

Leaves are turning and that means cooler, wetter weather is on its way. Is your home heating system ready?

Now's a good time to schedule maintenance and make sure your home heating system is in top shape and ready to keep your home comfortable all winter long.

Some upkeep can be done by a handy property owner, while other work is best left to a professional.

Zonal heaters, like wall or baseboard heaters, can be easy to dust off for a clean start to heating season. Heat pumps and furnaces require more routine maintenance to perform efficiently, effectively and to last well into the future. In terms of maintenance, the average person can replace the air filter on a furnace with ease. The same is true for cleaning the particulate filters on the indoor unit of a ductless heat pump.

That work will go a long way toward improving your home's indoor air quality and ensuring that your system is running efficiently. If a filter is clogged, the unit won't be able to move the proper quantity of air through the system. When that happens, performance suffers and you could end up paying for energy that's not converted to the heat you'd expect.

Beyond filter replacement, it's best to call a professional who can spot issues the average person would likely miss. Plus, they are trained to make technical repairs with confidence.

## LIGHT LINES

### WE CAN TRIM TREES IN POWER 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 by preventing problems before they occur. We trim any vegetation that poses a threat to power lines at no charge. If you know of a location where utility tree-trimming efforts are needed, click the "Request a Tree Trimming" tab on our website or contact Customer Service at 360-992-3000.



### 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.



## CELEBRATING YOU DURING PUBLIC POWER MONTH

Every October, we and other Public Utility Districts, Municipal Utilities and Electric Cooperatives across the country recognize Public Power Month to celebrate the many benefits nonprofit, customer-owned electricity provides. More than 2,000 community-owned power utilities energize the economies, homes and schools of nearly 50 million customers in 49 states.



People, 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.

Clark Public Utilities was created by a vote of the people right here in Clark County, in 1938. Led by a three-person board of elected commissioners, this utility delivers at-cost electricity to nearly 225,000 homes and businesses, and water to more than 38,000 customers in Clark County.

When our customers face financial challenges, public utilities are there to help with financial assistance programs and energy efficiency incentives to reduce energy waste and lower costs. Public utility employees help local businesses of all sizes get the service and support they need to grow the local economy without wasting energy.

Our employees live in the communities we serve, and we're committed to delivering the best service possible, safely and affordably, every day. That's why we're always here, 24 hours a day, seven days a week.

## BE SAFE AND PREPARED DURING OUTAGES

The winter storm season is around the corner. Having a plan and the proper supplies on hand for outages, even brief ones, can make all the difference between a small inconvenience and a big problem when the lights go out. Whatever your outage kit and to-do list includes, make sure safety is at the top.

To avoid fire hazards, use only battery-powered or rechargeable lights like flashlights or electric lamps during outages. Never use candles or gas lanterns indoors. Never use barbecues or camp stoves indoors or under carports or awnings. In addition to risking a home fire, they also create carbon monoxide, an invisible, odorless gas that can cause illness or death.

Generators are useful for extended outages, or supporting life-sustaining medical equipment. However, they can be dangerous for residents and utility crews alike. Due to carbon monoxide hazards, generators should be operated at least 25 feet away from the home and never underneath a carport, in a garage or awning. They should be connected directly to appliances or equipment with an appropriately sized, outdoor extension cord, and never to a home's electrical panel unless it's been done by a professional electrician. When connected to the panel, generators can force electricity back into the Clark Public Utilities grid. If crews are working nearby, they could be electrocuted if they touch lines being backed by a home generator. More outage preparation and generator safety tips are available on our website.



**"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.