

Currents

Published monthly for the customer-owners of Clark Public Utilities

JANUARY 2023



COMMISSIONERS ADOPT 2023 UTILITY BUDGET

Last month, the Clark Public Utilities board approved the 2023 annual budgets for the electric, generating and water systems and, for the twelfth year in a row, no rate increases are required.

The operating revenue budget for the electric system for 2023 is \$411.9 million, compared to \$395.1 million in 2022. Power supply remains the large majority of the budget at \$248.6 million, an increase of about \$4.8 million from the prior year. The operating and maintenance budget is \$72.7 million, compared to \$66 million in 2022 with the remainder comprised of taxes, debt service, rate-funded capital and funding for energy efficiency programs.

The generating system operating revenue budget is \$90.5 million for 2023, an increase from \$75.3 million in 2022.

Commissioners also approved \$21.9 million for the 2023 water system operating revenue budget, down slightly from \$22 million in 2022.

The annual budgets are developed each year to balance revenue requirements and meet bond covenants, honoring the principles of reliability, affordability, excellent customer service and responsible stewardship of resources.

LIGHT LINES

CUSTOMER SERVICE LOBBIES OPEN FOR BUSINESS

Clark Public Utilities provides in-person customer service at the Electric Center in downtown Vancouver or the Operations Center in Orchards. Both locations are open to customers from 8 a.m. to 5 p.m., Monday through Friday, with customer service representatives available to process payments, update account information and discuss assistance options.

Customer service is also available 24 hours a day, seven days a week at 360-992-3000 or online via MyAccount at ClarkPublicUtilities.com anytime.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



GET READY FOR THE RACE FOR WARMTH



The annual Race for Warmth is almost here and we're welcoming runners and walkers back to the starting line at the downtown Electric Center at 1200 Fort Vancouver Way on Sunday, January 29! Register for the timed 10k run or 5k run/walk today and help support Operation Warm Heart, our donation-funded program that provides heating assistance for local families in financial crisis.

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.

Sign up today at www.raceforwarmth.com.

HIGHEST CUSTOMER SATISFACTION, 15 YEARS IN A ROW

Clark Public Utilities was ranked "Highest in Customer Satisfaction with Residential Electric Service in the West among Midsize Utilities, 15 years in a row," in the J.D. Power 2022 Electric Utility Residential Customer Satisfaction Study.

The J.D. Power study measures customer satisfaction with electric utilities by examining six key factors covering all areas of utility operations: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer care.

All utilities meeting the eligibility criteria are included in the study and your utility has ranked highest in its segment since the first year of eligibility 15 years ago.

Everyone at Clark Public Utilities works hard to provide customers with affordable and reliable service every day and these study results help identify priorities and opportunities for improvement as we continually strive to exceed expectations.

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.

THANK YOU TO OUR POWER LINE AND WATER WORKERS!

Clark Public Utilities has some of the lowest rates, shortest outages and greatest reliability of any utility in the region, made possible by the hard work and dedication of our utility crews.

Whether it's the middle of the night or the break of day, below freezing or the height of a heat-wave, when there's a power outage or a damaged water line, our line workers and water crews will work until the lights are on and the water is running.

When powerful storms cause widespread outages in surrounding communities, Clark Public Utilities crews respond at home first, and then often continue working to assist in the regional restoration efforts through a cooperative process called Mutual Aid.

Thank you to all of our crews who work hard to keep our systems safe, reliable and affordable every day.



"Highest in Customer Satisfaction with Residential Electric Service in the West among Midsize Utilities, 15 years in a row."

Clark Public Utilities received the highest score in the West Midsize segment of the J.D. Power 2008-2022 Electric Utility Residential Satisfaction Studies of customers' satisfaction with electric utility residential services. Visit jdpower.com/awards for more details.