

# Clark Public Utilities

To report power outages  
call PowerLine

360-992-8000

Quick Pay - automated payments

360-992-3400

24-hour customer service

360-992-3000

From Portland: 503-285-9141

FAX: 360-992-3383

www.clarkpublicutilities.com

Email: mailbox@clarkpud.com

## Mailing address:

P.O. Box 8900

Vancouver, Washington 98668

## Offices:

1200 Fort Vancouver Way, Vancouver

8660 NE 117th Ave., Orchards

## Office Hours:

Visit the website or call for current  
customer service lobby and drive  
through window hours.

## Interpreters are available.

Please let us know how we can help with  
language assistance by calling 360-992-3000.

Доступны услуги переводчика. Сообщите нам,  
если вы нуждаетесь в языковой поддержке.

Tenemos intérpretes disponibles; háganos  
saber cómo podemos ayudarle en su idioma.

## Making payments

We offer several easy payment options:

- Pay online using MyAccount at  
www.clarkpublicutilities.com
- Pay by mail using the envelope provided
- Visit one of our offices. Each has a 24-  
hour drop box for after-hours payments
- Pay by phone by calling 360-992-3400
- Pay at any of the following locations:  
Columbia Credit Union, all Clark County  
locations  
TwinStar Credit Union, all locations  
Yacolt Town Hall, 105 E. Yacolt Road

## Payment arrangements

If you receive a bill and don't think you'll be  
able to pay it on time, please call us. We'll  
be happy to make payment arrangements.

## Fee information

If your check is returned for insufficient  
funds or a closed account, we will charge a  
fee. We'll charge a late fee for bills more  
than 15 days past due. The fee is one  
percent of the past due balance each month,  
with a minimum monthly charge of \$2.50.

## Bill disputes

If you believe your bill is in error, contact  
us. If we can't resolve the dispute, you have  
a right to a hearing with a hearings officer.

## Disconnection

We don't like to disconnect service, but  
sometimes we have no choice. Service  
may be terminated for appropriate reasons,  
including:

- Failure to pay a current or previous bill, a  
security deposit or to make satisfactory  
arrangements
- Failure to comply with terms of a  
deferred payment arrangement
- Unauthorized use of service

Service will not be restored until the  
situation has been resolved. If service has  
been disconnected, it is illegal for customers  
to reconnect it. Offenders will be prosecuted  
and assessed a reconnection fee.

## Estimated billing

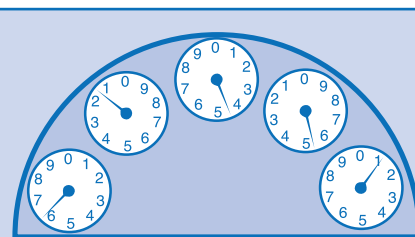
When starting or stopping service your bill  
may be pro-rated or estimated based on  
the next available meter read if a same-day  
read is not available.

## Other information

For a free copy of our service policies or  
additional information, please give us a call  
at 360-992-3000. Your bill includes  
charges for electricity, delivery services,  
general administration and overhead,  
metering, taxes, conservation expenses  
and other items. The utility's fuel mix is  
available upon request.

## Employee identification

Our employees carry photo identification  
cards. Please ask them for I.D. or call us if  
you have questions about any activity  
being performed by individuals  
representing the utility.



This meter reads 61451

## Figuring your electric bill

We measure electricity in kilowatt-hours.  
One kilowatt equals 1,000 watts. For  
example, you use one kilowatt-hour (kwh)  
when you burn one 100-watt light bulb for  
10 hours.

Your electric meter keeps a running  
record of the kilowatt-hours you're using.  
To read the meter, record the numbers *on*  
*each dial*. If the pointer is *not* directly on a  
number, read the next smallest number.  
Some meters only record part of the  
electricity use. In these cases, we use a  
multiplier to convert the meter reading to  
actual use.

## Figuring your water bill

We measure your water use in cubic feet.  
One cubic foot is 7.48 gallons. There are  
two kinds of water meters. One has  
several dials like your electric meter, and  
you read it from right to left using the  
same process you do for your electric  
meter. The second type reads like a car  
odometer. The last digit to the right  
records single cubic feet. This type of  
meter is read from left to right.

Rev. 1/23 Our tax ID number is 91-6001052

**We welcome your comments, questions and suggestions about how we can improve our service.**

Name \_\_\_\_\_ Would you like a follow-up call? \_\_\_\_\_

Phone number \_\_\_\_\_ Best time to call \_\_\_\_\_

Comment/question: