

Currents

Published monthly for the customer-owners of Clark Public Utilities

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COMMISSION APPROVES 2024 OPERATING BUDGETS

The Clark Public Utilities Board of Commissioners approved 2024 annual budgets for the electric, generating and water systems in December, and plans to review electric rates this month in response to a projected 2024 shortfall.

The electric system revenue requirement is \$466 million and reflects a \$17.7 million shortfall due to increased power supply costs, which comprise 66 percent of the budget. The approved 2024 budget includes allocation of rate stabilization funds to meet debt service obligations as the board considers rate changes as recommended by an electric system cost of service analysis. The last rate increase for electric service was in 2011.

The Clark Public Utilities electric system, serving 235,000 customers in Clark County, continues to serve the most customers per employee of any public utility district in the state, while consistently maintaining significantly lower average outage durations compared to the state average.

The generating system operating revenue budget is \$99.6 million for 2024, an increase from \$90.5 million in 2023. And the water system 2024 operating revenue budget is \$23.2 million, up from \$21.9 million in 2023, with a projected annual net income of \$1.5 million.

Annual budgets are developed each year using conservative methodology to balance revenue requirements and meet bond covenants, reflecting the ongoing commitment to reliability, affordability, excellent customer service and responsible stewardship of resources.

More information on budget planning, public meetings and rate setting is available on the utility website.

LIGHT LINES

LIGHTS OUT? LET US KNOW!

Use the online reporting tool at ClarkPublicUtilities.com or call the automated PowerLine at 360-992-8000 to report power outages and find updates. You can also sign up for text or email outage alerts in MyAccount.

Do not call 911 unless there's a fire or injury, and never approach or move a downed power line.

Customer reports help crews identify and locate problems and restore power faster. For safety, turn off sensitive electronics and unplug devices that produce heat to help prevent a fire.

If possible, turn on a porch light so crews can be sure all houses are reconnected when they're finished.



CONTACT US

PHONE360-992-3000

QUICK PAY360-992-3400

REPORT POWER OUTAGES

.....360-992-8000

EMAIL ... mailbox@clarkpud.com

WEBSITE... clarkpublicutilities.com



GEAR UP FOR THE TENTH ANNUAL RACE FOR WARMTH



The Race for Warmth is just around the corner, so grab your favorite shoes or trusty bicycle and join us on the starting line on Sunday, January 28! Register for the timed 10k run, 5k run/walk or a non-timed 16-mile bicycle ride 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 \$40 registration fee goes directly to Operation Warm Heart and participants receive a race shirt, medal, and bag full of surprises—all thanks to our generous local business partners including: Area Heating & Cooling, Burgerville, Columbia Credit Union, New Tradition Homes, and many more.



Sign up today at ClarkPublicUtilities.com/raceforwarmth.



HIGHEST CUSTOMER SATISFACTION, 16 YEARS IN A ROW

Clark Public Utilities was ranked “Highest in Customer Satisfaction with Residential Electric Service in the West among Midsize Utilities, 16 years in a row,” in the J.D. Power 2023 Electric Utility Residential Customer Satisfaction Study.

The J.D. Power study examines six key factors covering all areas of utility operations: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer care.

The study measures satisfaction among customers of all qualifying utilities and Clark Public Utilities has ranked highest in the West midsize segment since the first year of qualification 16 years ago.

Customer satisfaction studies help identify priorities and opportunities to improve services as we strive to exceed expectations. Every utility employee takes pride in serving the communities of Clark County and works hard to provide safe, reliable, at-cost service as affordably and responsibly as possible, every day.



“Highest for Residential Customer Satisfaction among Midsize Electric Utilities in the West, 16 Years in a Row”

For J.D. Power 2023 award information, visit jdpower.com/awards

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.