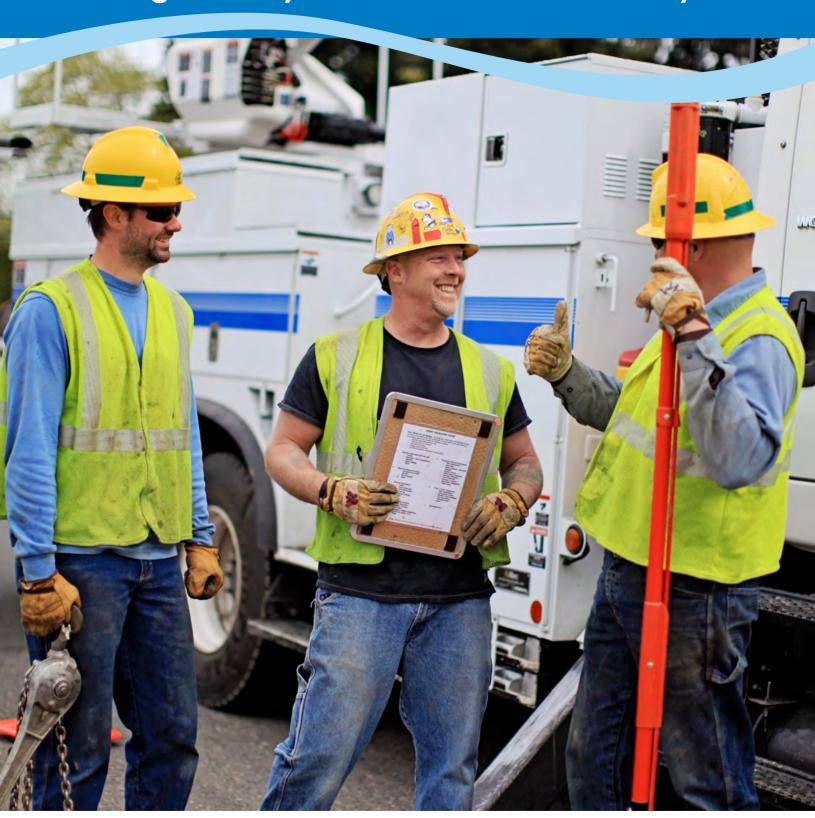
# Owner's Manual A guide to your customer-owned utility



As an electric customer in Clark County, you're one of about 225,000 customer-owners of Clark Public Utilities, and this Owner's Manual will tell you all about your public utility.



### **COMMISSIONERS**



Commissioner **Nancy Barnes** 



Commissioner Jim Malinowski



Commissioner Jane Van Dyke

# **Our priorities**

**Provide at-cost** electric and water service to Clark County as affordably, reliably and responsibly as possible with consistently outstanding customer care.



# Services and programs

### 24-hour customer service

You'll talk to a a live, local person whenever you call us, day or night, at 360-992-3000. Customer service representatives are available 24 hours a day, seven days a week, 365 days a year.

### **Outage reporting and notifications:**

Report outages and receive up-to-date information on our website by visiting the outage map. You can also sign up for text or email outage notifications by logging into MyAccount. Outages can also be reported through our automated phone system, PowerLine. One call to 360-992-8000 allows you to report outages immediately and get updated information about the cause of the outage and when power may be restored.

### **Energy conservation resources**

We offer many rebates, weatherization incentives and loans to help you outsmart energy waste. We also partner with Clark County to make low-income housing more energy efficient. Our energy counselors can help you learn how to get the most for your energy dollars. To speak to an energy counselor, call 360-992-3355.

### **Green Lights**

If you want to support the development of clean, renewable energy resources such as wind and solar power in the Northwest, sign up for Green Lights. Participation is voluntary and flexible. Start with as little or as much as you want. Green Lights contributions appear monthly on your regular electric bill as a separate charge based on your individual participation level.

### **Help for customers on limited incomes**

We offer several income-based programs to assist customers in paying their electricity bills. If you're struggling to pay your whole utility bill on time, please call us. Our customer service representatives are available 24 hours a day, seven days a week to answer questions about your account. We can help you determine if you're eligible for financial assistance, or help you make payment arrangements. Services include the federally funded LIHEAP program which helps pay for a variety of home heating fuels as well as our own programs. The Guarantee of Service Plan allows qualified customers to make smaller monthly payments tied to net household income and Operation Warm Heart is a grant program funded by utility customer and employee donations. Our Community Care, or ComCare, team of specially trained customer representatives can help you sort out options and help you access other forms of assistance.

We also offer credits based on winter heating bills to income-qualified senior citizens. Customers age 62 and over who have lived in Clark County at least one year may qualify for a credit based on the January through April billings. Senior Citizen Rate Credits are applied to eligible accounts annually and new applications can be processed at any time during the year.

### **MyAccount**

Sign up for MyAccount and easily pay online, go paperless, monitor your usage and get tips to lower your bill. Use our online home energy calculator to find ways to cut energy waste it's fast and free!

# Fast facts about Clark Public Utilities

**History:** Formed in 1938 by public vote; water utility added in 1950; generating system added in 1997. Each is financially independent.

**Corporate structure:** Not-for-profit municipal corporation.

**Leadership:** Three-person elected commission sets utility policy and oversees operations. Commissioners serve six-year terms; one commission seat is up for election every two years. Commission holds regular public meetings.

**Electric power sources:** A portion of the utility's power is self-produced by the River Road Generating Plant; the rest is purchased from the Combine Hills II Wind Project, the Packwood Hydroelectric Project and the Bonneville Power Administration. Our most recent published fuel mix was 46 percent hydropower, 34 percent natural gas, 6 percent nuclear, 4 percent wind power and 10 percent power market purchases from non-specified sources. Beginning in 2012, this utility became subject to renewable energy purchase requirements outlined in the voter-enacted Energy Independence Act, or Initiative 937 (I-937). Beginning in 2022, this utility became subject to carbon-free energy purchase requirements outlined in the Clean Energy Transformation Act (CETA), which was passed by the state legislature and signed by the governor in 2019. The utility is currently in compliance and has secured resources to ensure compliance with both I-937 and CETA into the future.

Rates: Residential electricity rates are based on the cost of service and set by the utility commissioners. As a non-profit utility, our goal is to provide the lowest rates possible. Contact us for complete information about our rates, charges and service policies.

**Customers:** The electric utility serves nearly all homes and businesses in Clark County. The water utility serves portions of central and north Clark County.

### **Online service requests**

Start, stop or transfer your utility service at clarkpublicutilities.com

### **Payment arrangements**

We know everyone needs flexibility at times. let us help make payment arrangements that fit your situation.

### **SafeWatch**

Our employee vehicles carry the red "SafeWatch" logo and employees are willing to lend a hand in an emergency. Don't hesitate to ask for help.

### **Speakers bureau**

Employees are available to talk with your neighborhood, service or business group about utility programs.

### **Student tours and presentations**

During the school year we host fourth and fifth grade students from schools across Clark County on field trips where they can learn about electricity and water. We also visit classrooms to talk about electric safety and related topics. Visit the PowerZone website at powerzone. clarkpublicutilities.com to learn about electricity and the environment and find educational games and activities.

#### **TreeSmart**

When planting trees near power lines, look for the TreeSmart logo or ask for help at your local nursery to make sure the tree won't grow more than 25 feet tall. See a list of trees we suggest on our website.

### **Tree trimming**

Trees are a common cause of power outages in Clark County, so we trim trees year-round to improve reliability and safety. If you see trees growing into power lines, please call us or request a tree trim on our website.

#### **Environmental efforts**

Most of our well water comes from the Salmon Creek basin, so we support one of the strongest watershed restoration programs in the state. Our StreamTeam coordinates volunteer projects to improve and protect water quality, restore streams, teach habitat and watershed stewardship, and help bring salmon back to Salmon Creek. We also support fish rearing and educational programs like Salmon in the Classroom. You can help plant trees, remove invasive plants, monitor water quality, or help out in our office. To volunteer, call 360-992-8585 or visit clarkpublicutilities.com/streamteam

# **Outage Response**

We work hard year-round to keep the power flowing to you, and more than 99 percent of the time we're successful. But even excellent electric system maintenance and aggressive tree trimming can't prevent all power outages, particularly during bad weather.

### When outages do occur, here's how we prioritize repairs:

- **1.** Hazardous situations that threaten public safety (such as fallen power lines)
- **2.** Transmission lines, which deliver power to substations
- **3.** Substations, which deliver power to thousands of customers
- **4.** Feeder lines from substations
- and 300 customers
- **6.** Outages affecting individual customers

### If your power goes out:

- Call PowerLine at 360-992-8000 or visit clarkpublicutilities.com to report the outage. While you're there, log in to MyAccount and sign up for outage alert notifications.
- Turn off and unplug all sensitive electrical equipment, turn down your thermostat and turn off your water heater circuit breaker.
- Turn off any appliance or device that creates heat, **5.** Primary lines, which serve between five including irons, ovens and toasters.
  - Keep refrigerator and freezer doors closed.
  - Turn on one inside and outside light so you and our repair crews will know when service has been restored.
  - Our crews work around the clock to restore service — thank you for your patience.

### **Stay safe around electricity**

- **NEVER** touch any power line with your hand or any other object especially a line that's fallen to the ground. Stay a minimum of 30 feet away and report downed lines to us immediately. Call us at 360-992-3000 24hrs/day.
- Call 811 or 1-800-424-5555 at least two working days before you dig on your property so all utilities can locate underground lines for you. It's a free service and it's the law.
- Please don't attach items to utility poles these attachments are hazardous, as well as illegal.
- Plant safely around overhead and underground lines and electrical equipment in your yard. Call us for a brochure full of tips or visit our website for details.
- Stay out of substations call us to retrieve anything you accidentally throw over a substation fence.

**General information** and customer service 360-992-3000

**Toll Free** 1-800-562-1736

### **Outage Reporting**

Call PowerLine at 360-992-8000 or report vour outage at www. clarkpublicutilities.com

**QuickPay automated** payment line 360-992-3400

**Conservation programs** and energy efficiency rebates 360-992-3355

StreamTeam volunteer coordinator 360-992-8585

**Utility speaker requests** 360-992-3407

**Student tour scheduling** 360-992-8728

### Email:

mailbox@clarkpud.com

Be safe with a generator!



If you use a backup generator, please do not hook it up or plug it into your home electric system without first disconnecting from our system. If you don't take precautions, the power from your generator may flow backwards into our power lines and seriously injure or kill our line repair workers.

# Convenient ways to manage your bill and account

We read electric and most water meters monthly using an automated system. Depending on the type of water meter installed at your home, we may read it manually every other month. You receive a monthly electric bill, and we offer several convenient ways to pay:

- Pay online easily and securely with MyAccount.
- Use our automated system, QuickPay at 360-992-3400.
- Mail your payment in the self-addressed envelope included with your bill.
- Pay in person or use the drive-through at one of our offices located at 1200 Fort Vancouver Way and 8600 NE 117th Avenue. Drop boxes are also available for after-hours payments.
- Visit one of the pay stations listed on the back of your bill.

We also offer AutoPay, where you can arrange to have your utility payment automatically withdrawn from your bank account or credit card on the date the payment is due. Call us at 360-992-3000 to enroll or sign up online with MyAccount.

EqualPay is a convenient option to help balance your budget. We can estimate your yearly utility bill and divide it into equal monthly payments. Every year we'll review your account and make necessary adjustments to your monthly payment to reflect your actual use of electricity (and water, if you're one of our water customers). You never pay for more than you use. Call us at 360-992-3000 to enroll or sign up online with MyAccount. For ultimate convenience, sign up for both EqualPay and AutoPay. Enrolling in both allows you to pick which day of the month your payments are withdrawn each month.

# **About your utility bill and helpful details**

Please note that the rates listed in the example below are subject to change.

### **Your Electric Service**

This listing shows your present and past meter readings and your electricity use for this billing period. It also shows how your bill is calculated.

### **Your Water** Service

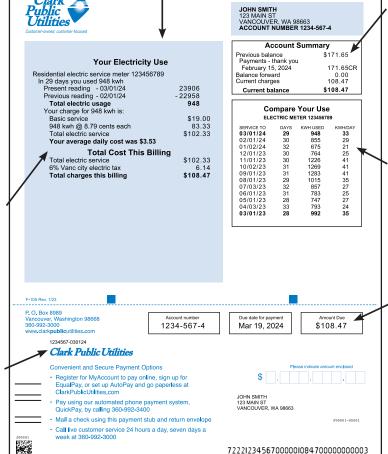
If you receive Clark Public Utilities water, consumption and charges are shown in the same manner as electric service.

#### **Total Cost**

This section combines all current charges and adds tax collected for the city indicated, if any.

### IMPORTANT:

Be sure our name shows through the window of your return envelope.



### Account **Summary**

All activity related to your account is shown here. providing a complete overview at a glance.

### History

Bold type highlights your current billing and the "yearago" period for easy comparison.

### **Payment** Stub

For quick reference, the three boxes show your account number, the amount you owe and when your payment is due.



# **Want more** information?

Call or email us for copies of helpful brochures on topics including how to outsmart energy waste, electric equipment safety, tree planting near power lines and more. Digital copies of each are also available on our website.

## **OUR OFFICES** ARE LOCATED AT:

**Downtown 1200 Fort Vancouver Way** 

**Orchards 8600 NE 117th Avenue** 

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

**Mailing address: Clark Public Utilities PO Box 8900** Vancouver, WA 98668

Phone: 360-992-3000

**Email:** mailbox@clarkpud.com

Website: clarkpublicutilities.com

Find us online!





