

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.



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We also offer AutoPay, where you can arrange to have your utility payment automatically withdrawn from your bank account or credit card on the date the payment is due.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 Enrolling in both allows you to pick which day of the month your payments are withdrawn each month.



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!



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.

Clark Public Utilities
Customer-owned, customer-focused

JOHN SMITH
123 MAIN ST
VANCOUVER, WA 98663
ACCOUNT NUMBER 1234-567-4

Your Electricity Use
Residential electric service meter 123456789
In 29 days you used 948 kwh
Present reading - 03/01/24 23906
Previous reading - 02/01/24 - 22958
Total electric usage 948
Your charge for 948 kwh is:
Basic service \$19.00
948 kwh @ 8.79 cents each 83.33
Total electric service \$102.33
Your average daily cost was \$3.53

Account Summary
Previous balance \$171.65
Payments - thank you February 15, 2024 171.65CR
Balance forward 0.00
Current charges 108.47
Current balance \$108.47

Compare Your Use
ELECTRIC METER 123456789

SERVICE TO	DAYS	KWH USED	KWH/DAY
03/01/24	29	948	33
02/01/24	30	855	29
01/02/24	32	875	21
12/01/23	30	764	25
11/01/23	30	1226	41
10/02/23	31	1269	41
09/01/23	31	1283	41
08/01/23	29	1015	35
07/03/23	32	857	27
06/01/23	31	783	25
05/01/23	28	747	27
04/03/23	33	793	24
03/01/23	28	992	35

Total Cost This Billing
Total electric service \$102.33
6% Vanc city electric tax 6.14
Total charges this billing \$108.47

Payment Stub
F-105 Rev. 1/23
P. O. Box 8989
Vancouver, Washington 98668
360-992-3000
www.clarkpublicutilities.com

Account number: 1234-567-4
Due date for payment: Mar 19, 2024
Amount Due: \$108.47

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

Convenient and Secure Payment Options

- Register for MyAccount to pay online, sign up for EqualPay, or set up AutoPay and go paperless at ClarkPublicUtilities.com
- Pay using our automated phone payment system, QuickPay, by calling 360-992-3400
- Mail a check using this payment stub and return envelope
- Call live customer service 24 hours a day, seven days a week at 360-992-3000

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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 "year-ago" 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.