

Clark Public Utilities

To report power outages
call PowerLine
360-992-8000

QuickPay - 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
8600 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 Columbia Credit Union, all
Clark County locations.

Payment arrangements and assistance

If you're struggling to pay your whole utility
bill on time, please call us. We can help you
determine if you're eligible for financial
assistance or help you 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

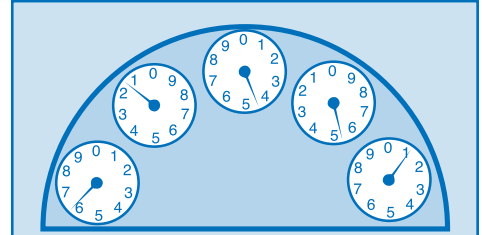
When starting or stopping service your bill
may be prorated or estimated based on
the next available meter read if a same-day
read is not available.

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. 12/24 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: