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 charge a late fee for bills not paid within 30 days of the bill date shown on the front of the bill. 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

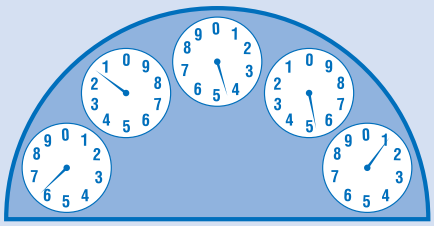
When starting or stopping service your bill may be prorated or estimated based on the next available meter read if a same-day read is not available.

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. 10/26 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: