

Clark Public Utilities receives coveted 2008 J.D. Power and Associates distinction for electric utilities

In a study issued by J.D. Power and Associates, Clark Public Utilities ranked "Highest in Customer Satisfaction among Midsize Utilities in the West."

Midsize utilities in the report serve between 125,000 and 499,999 residential customers. It is the first time the utility has been included in the study.

The study, designed and independently financed by J.D. Power and Associates, is a standardized measure of satisfaction available for the electric residential utility industry. Based on about 35,500 online responses from residential electric utility customers throughout the U.S., the study compared 120 electric utility brands, collectively serving some 92 million households.

The rankings from the J.D. Power and Associates study are based on a compilation of factors, including power quality and reliability, price, billing and payment, corporate citizenship, communications and customer service. The West region covers Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming.

This is a tremendous achievement and we have our customers and our employees to thank for this honor. Our employees work hard to deliver safe, reliable and affordable electricity to the communities we serve, so it means a lot to know that customers have expressed their satisfaction in us.

We attribute the utility's unmatched success in the study to the strong performance and dedication of utility employees, as well as close ties we've had with the community for 70 years.

We've maintained a consistent record of reliability and are investing in improvements to our distribution system. In addition, we have stepped up conservation efforts to help customers understand how they use energy and how they can save.

We will continue to look for ways to improve our service to you. ♦



LIGHT LINES

ENERGY COUNSELORS ARE AVAILABLE TO HELP YOU

We have energy counselors who specialize in helping you understand and control electricity use in your home. They do most of their work over the phone, but are available to come to your home if necessary. They can:

- Analyze your home energy use and recommend steps to help lower your electric consumption.
- Give you tips on how to weatherize your home.
- Guide you through the process of installing insulation, sealing ducts and selecting a heat pump.
- Provide you with written information about conservation products, programs and practices.
- Help you operate your heating and cooling systems more efficiently.

If you have energy-related questions, please call us at (360) 992-3355.



TO CONTACT CLARK PUBLIC UTILITIES

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