

The Daily Insider

Southern Washington Edition

WEDNESDAY

March 5, 2003

992-8000 sheds light on darkened customers

It turns out that as many as 1,500 calls were made to Clark Public Utilities Customer Services' 992-3000 telephone number and as many as 8,000 calls to the utility's 992-8000 Powerline number Monday when over 11,000 customers were darkened by an early evening outage triggered by an opened circuit breaker.

Of the 1,500 calls made to the utility's customer service number, about 800 were answered by customer service representatives who work round the clock at the utility, according to **Mat McCudden**, utility manager of customer services.

When not answering customer calls, the 12-hour-per-shift employees perform routine utility administrative functions, says McCudden.

The utilities' 992-8000 Powerline number, on the other hand, is automated, and response is immediate.

If but one customer reports an outage, the system automatically produces a job ticket alerting the utility dispatcher of the specific outage triggering repair assistance.

If large numbers of calls are received, as was the case Monday, the system is revised to provide ongoing responses to callers letting them know the kind of outage that occurred and an estimate of when it will be fixed.

Both of the utility's telephone numbers give callers an option if they report that the loss of power poses a health threat. Customer service assesses the customer requirements and alerts appropriate back-up systems.

Next Vancouver Police Services' Citizens Police Academy is April 2; register now

The next Vancouver Police Services' Citizens Police Academy, a 12-week course providing information about, and insight into, police codes, policies, actions and career opportunities begins Wednesday, April 2.

There is no cost for attending and no future obligation, but one is expected to attend each of the 6:30-to-9 p.m. classes held each Wednesday.

Marion Swendsen, spokesperson for Community Police Services, says classes fill up quickly and recommends early registration. For further information, call Swendsen at **735-8770**.

Local employment picture seems brighter

According to January unadjusted employment numbers for Clark County supplied by the state Employment Security Department, the county gained 5,400 new jobs since January 2002.

Department figures show January 2002 employment at 166,600, compared to January 2003 employment at 171,800.

However, Clark County's workforce increased by 1,400 in the same period to 186,000 workers.

Clark County's seasonally unadjusted jobless rate for January 2003 was 6.8 percent. It stood at 7.6 percent in December 2002, and 9.7 percent in January 2002.

January's state unemployment rate was 7.4 percent, and the national rate was 6.5 percent.

Home & Garden Idea Fair is April 25-27

Clark Public Utilities' Home & Garden Idea Fair is Friday through Sunday, beginning April 25, at the Clark County fairgrounds.

Over 40,000 attended the three-day event last year. Admission is free, but parking is \$3 per car.

Hazel Dell Parade of Bands to roll May 17

Clark County's largest community parade, the Hazel Dell Parade of Bands, is accepting entry applications for the 39th annual parade, which will be Saturday, May 17, according to co-chair **Dellan Redjou**.

More than 25 middle- and high-school bands are expected for the event that begins at 10:30 a.m. at 8800 NE Hazel Dell Avenue. For entry information, call **576-1195**.

People

Alan Heiman has been named operations manager for the Port of Kalama. A Portland State University graduate, Heiman lives in Battle Ground.

News Briefs

City/County Telecommunications Commission meets in regular session at 7 p.m. tonight. ■■■ An open house for prospective manufacturing engineering students is being held at Washington State University Vancouver at 7 p.m. tonight in the Engineering Life Sciences Building.

Wednesday electronic events

Burnt Bridge Greenway Project—4 p.m. CVTV
Clark County Close Up—6 p.m. CVTV
Portland Trail Blazers at Phoenix (live)—6 p.m. KGW, KXL
Vancouver at Portland Winter Hawks (live)—6:35 p.m. KUFO
Telecommunications Commission (live)—7 p.m. CVTV
PDX: A Clark County Perspective—9:30 p.m. CVTV
Clark County Focus—11:30 p.m. CVTV

Stocks of northwest interest at 4 p.m. EST, Wednesday, March 5, 2003

Alaska Air Group	18.59	+45	Linear Technology	30.03	+86
Alcoa	20.01	+02	Microsoft	23.44	+37
Amazon.com	22.42	+15	Nautilus	14.64	unch
Bank of America	68.34	+29	Nike	46.58	+92
Bank of Clark County	15.00	unch	Nordstrom	16.66	-05
Bemis	40.31	-13	PepsiCo	37.30	-75
Boeing	26.74	-71	Precision Cast	22.74	-23
Boise Cascade	23.16	+16	RLRN	17.03	-16
CenturyTel	27.73	+21	Starbucks	23.40	+03
Costco	28.75	-55	TSM	6.77	-21
Expeditors Intl.	34.53	+40	Tektronix	16.45	+25
Georgia Pacific	14.38	-06	US Bancorp	20.75	+18
HPQ	15.56	+02	Wash. Mutual	34.31	+28
Intel	16.98	+36	W. Coast Bancorp	15.38	unch
Kyocera	53.14	+34	Weyerhaeuser	48.41	-04

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Town Tabloids and The Weather

George Propstra proffering special invitations. ■■■ **Lisa Hunter** feeding sweet teeth. ■■■ **Chris Helmer** offering high-tech advice. ■■■ **Dennis Grunes** avoiding fashion police. ■■■ **Bethany Bryden** awarded military Humvee license, but its OK she's still in Korea. ■■■ **Wednesday**, gray, gnarly and wet, 48. **Thursday**, more gray and wet skies, 50. **Thursday**, mostly rainy and gray, 46.

Acapulco	88/70
Athens	45/35
Chicago	26/15
Dallas	58/36
Hong Kong	80/73
Los Angeles	62/42
London	52/36
New Orleans	74/60
New York	50/29
Orlando	87/66
Paris	54/38
Phoenix	64/46
Rome	58/42
Seattle	46/38
Sydney	75/55
Tokyo	45/32
Washington	63/39