

The Daily Insider

Southern Washington Edition

Customers give Clark Public Utilities high marks for service

Surveys conducted of Clark Public Utilities' customers during 2003 showed that 96 percent of them were satisfied with the service they receive from the utility and that 97 percent of the customers who called or otherwise sought utility assistance were satisfied with the results.

During regular opinion polling, only 2 percent of the utility's customers said they were not satisfied, and 2 percent said they didn't know.

Although last year was a year of increased electric rates, 53 percent of the customers said rates seemed reasonable. But 38 percent said rates seem unreasonable, that "Clark Public Utilities is charging too much for electricity."

Mick Shutt, corporate communications manager for the utility, told utility commissioners that the opinion research conducted by the utility helps gather customer opinions about programs, services and issues, tests new ideas for improved programs and services, and measures the quality of service.

Following Shutt's report to the commissioners, utility general manager and CEO **Wayne Nelson** said, "The job we have now is to further improve service this year."

Utility ends year right on the money, residential growth slightly off 2002

Clark Public Utilities ended 2003 with a net income of \$2,060,000, just slightly over projections made a year earlier. Operating revenues for the year were \$296 million, up from a budgeted \$287.5 million, but operating expenses were higher, too, by nearly \$10 million.

During 2003 the utility gained 4,011 new residential customers, compared to 4,400 in 2002. During December 2003 the utility hooked up 439 new residential customers.

Vancouver Symphony weekend concerts headline Britten, Barber and Borodin

The Vancouver Symphony's 3 p.m. Saturday and 7 p.m. Sunday, Feb. 28 and 29, concerts feature music of "The other three Bs," Benjamin Britten, Samuel Barber and Alexander Borodin.

Salvador Brotons, artistic director of the symphony orchestra, conducts. Guest violinist **Nicholas Crosa** will perform Barber's *Violin Concerto*.

The concerts are in the Skyview High School concert hall, 1300 NW 139th Street. Tickets range from \$15 to \$35. For further information, call **Kelly O'Neill**, 735-7278.

Applicants for seat on Aviation Advisory Committee sought

Applicants for a three-year seat on the nine-member Aviation Advisory Committee are being sought by the City of Vancouver.

Although the appointment will be made by the city council, applicants do not have to be residents of the city. Applications must be received at City Hall by 5 p.m. Monday, March 22. For further information, call **Carol Hansen**, 696-8001.

TUESDAY

Feb. 24, 2004

Public to review design options for David Douglas Park improvements

Vancouver-Clark Parks and Recreation is holding an open house from 6:30 to 8 p.m. Thursday, Feb. 26, in the McLoughlin Middle School Cafeteria, 5802 MacArthur Boulevard, to discuss design options for improvements for David Douglas Park.

For further information, call **Terry Snyder**, 619-1117.

Deadline to submit \$1,000 essay is March 15

Essays are being sought from high school juniors and seniors by Identity Clark County on the subject of improving local transportation.

The writer of the winning essay will earn a \$1,000 scholarship, to be presented by Pacific Die Casting.

Potential essayists should review essay contest rules at www.tppii.com.

News briefs

The Greater Vancouver Chamber of Commerce Business After Hours program is 5 to 7 p.m. today at chamber headquarters, 1101 Broadway. Admission is \$10.

Portland International Airport's Noise Compatibility Study Committee meets at 5:30 p.m. today in Port of Portland offices at 121 NW Everett Street. Clark County Auditor's office town hall meeting on election changes is at 7 p.m. tonight in the Elections Office, 1408 Franklin Street. Clark County commissioners meet in an informal session at 2 p.m. Wednesday, Feb. 25, in the Public Service Center.

Tuesday on the air

Portland Blazers at Orlando (live)—4 p.m. FSN. KXL, KRMZ

49th District Town Hall Meeting—4 p.m. CVTV

Bravo! Vancouver: A Choral Kaleidoscope—6 p.m. CVTV

Competitiveness and the Marketplace—8 p.m. CVTV

Clark County Focus—10 p.m. CVTV

Clark County Close Up—10:30 p.m. CVTV

City Minutes—11 p.m. CVTV

Vancouver Symphony Orchestra: French Connection—11:30 p.m. CVTV

Stocks of local interest at 4 p.m. EST Tuesday, Feb. 24, 2004

Alaska Air Group	26.10	-.03	Linear Technology	41.05	+.45
Alcoa	37.26	+.08	Microsoft	26.88	+.27
Amazon.com	42.32	-1.65	Nautilus	15.87	+.35
Bank of America	81.45	-.55	Nike	64.26	+1.66
Bank of Clark County	20.00	unch	Nordstrom	39.32	+.55
Bemis	51.24	+.57	PepsiCo	52.10	+.01
Boeing	43.22	-.40	Precision Cast	45.13	-1.06
Boise Cascade	33.37	+.12	RLRN	25.24	+.36
CenturyTel	28.86	-.22	Starbucks	38.86	+1.07
Costco	38.45	+.30	TSM	10.41	+.11
Expeditors Intl.	37.77	-.01	Tektronix	31.44	-.45
Georgia Pacific	31.44	+.15	US Bancorp	27.85	unch
HPQ	22.50	-.41	Wash. Mutual	44.96	+.16
Intel	29.20	+.20	W. Coast Bancorp	21.05	-.31
Kyocera	71.93	-.37	Weyerhaeuser	64.92	-1.10
DOW: 10,566.37 -43.25		NASDAQ: 2005.44 -2.08		S&P: 1139.09 -1.9	

Town Tabloids and The Weather

Michael Barnes giving the 88s a 90-degree workout. **Val Joshua** hitting every note. **Maria Manzo** coming back for encore. **Linda Martin** right on time, as usual. **Lee Welch** leading the applause. **Tuesday**, gray, light showers, breezy, sun breaks, 51. **Wednesday**, mostly gray light precipitation, 52. **Thursday**, sunnier but possible light showers, 51.

Acapulco	90/72
Athens	64/51
Chicago	38/25
Dallas	50/35
Hong Kong	68/60
Las Vegas	59/45
Los Angeles	63/50
London	43/32
New York	38/23
Orlando	81/64
Paris	32/24
Phoenix	63/47
Rome	48/35
Seattle	52/40
Sydney	71/49
Tokyo	50/40
Washington	41/28