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www.klickitatpud.com

Goldendale Office
1313 S. Columbus Ave.
Goldendale, WA 98620
509-773-5891
800-548-8357

White Salmon Office
110 NE Estes Ave.
P.O. Box 187
White Salmon, WA 98672
509-493-2255
800-548-8358



Serving Our Community in Trying Times

I want to express our thanks for your support during what are unprecedented times. By the time you read this, you will all be aware that our buildings are closed to the public. I think you will also understand all our employees are at work, doing our regular jobs, while trying to interact with you remotely. Obviously this has created challenges that we have worked through with you, but there have been and will continue to be issues for us to resolve.

Our primary concern created by the spread of the coronavirus has been to maintain services. We understand providing water, wastewater and electric services is essential. It is not just the services to your homes that are important. Services to our hospitals, police, fire and other first responders, as well as the local grocery stores, gas stations and other critical businesses, are essential to our well-being and safety. We take this responsibility seriously and we are, in essence, critical infrastructure in this regard. We are also a relatively small utility. If we started losing employees to a virus, we would jeopardize our ability to provide these essential services.

These factors are what led to our decision to close the buildings, while keeping employees at work—protected—but working with you remotely.

It is sometimes hard to think about how our world seems to be changing, but I wanted to thank you again for your support. We will endeavor to continue to provide excellent customer service.



Jim Smith
General Manager