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**www.klickpud.com**

### Goldendale Office

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WA-18

## Upgrades Will Improve Reliability

Klickitat PUD's operations department has employees working with your electrical, water and wastewater connections, and maintaining your system reliability.

We address outage issues, do repair work, install new services and are here to answer questions that arise regarding your connections.

There are three crews that do construction of new electrical projects, system maintenance and repairs, and correct outages. We also have a tree crew that assists the other crews with right-of-way clearing, maintenance and customer tree-trimming concerns.

Our water department monitors the water and wastewater systems, and completes routine maintenance, emergency repairs and new installations.

Our customer base on the electrical side is about 11,000 accounts. We strive to average fewer than three outage hours per customer per year. Outage hours are calculated by the number of hours the power is off multiplied by how many customers were affected by the outage.

In 2007, the total outage hours accumulated was 38,263. This averages out to 3.5 outage hours per customer county-wide.

In 2008, our outage hours totaled 54,202, which is approximately 5.5 outage hours per customer for the year.

In 2007, 30 percent of our outages were concentrated in the Bingen, White Salmon and Goldendale areas.

Our longest outages were due to

severe weather and occurred primarily during the winter. The main causes were high winds and heavy snow that pummeled the White Salmon and Glenwood areas. Due to the amount of timber in these areas, some outages lasted a significant length of time.

In 2008, 39 percent of outages affected our main service areas.

From a reliability standpoint, 2008 was a challenging year because of major icing in the Bickleton area and tree issues on the west end of the county. A quarter of the outages for the year were due to weather-related issues.

KPUD is engineering new projects in 2009-2010 to help us improve our reliability.

Replacement of aging poles and copper wire in White Salmon, around Whitson Elementary School, is under way. A new feeder is being added from the Husum Substation to Snowden. KPUD plans to build a Satus Pass feeder out of the Goldendale Substation that will remove city of Goldendale customers from this circuit, reducing the load.

Completion of our three-phasing upgrades to Bickleton Highway and Horseshoe Bend Road also have helped with load balance and better reliability for you, the customer.

The water department is working on a \$1.2 million project in Ponderosa Park, and will begin construction in 2010 to upgrade the Glenwood water system.

If you ever have questions, concerns or just need someone to lend a friendly ear during an outage, our office staff is here to help you.

**Ron Ihrig, Operations Manager**

