

Engineer Has Wind Power Background

Klickitat PUD welcomed Sean Jackson to its ranks in October 2010. Sean is the new system engineer in training. He comes to KPUD most recently from Siemens Inc., where he worked at the White Creek Wind Project as a service technician.

Sean attended Central Washington University for both his bachelor's and his master's degree in engineering technology. Sean also served an internship as an engineer in training at Chelan County PUD in Wenatchee.

"It's been a neat experience to be able to come from the wind power industry to a place where I can see the big picture of the power system," he says.

Sean is enthusiastic about renewable energy and sustainability, and enjoys learning about



Sean Jackson

this important aspect of the power industry.

He has many hobbies and interests, mostly centered on the outdoors, including snowshoeing, mountain biking, hiking and salmon fishing. He volunteers with Klickitat County Search and Rescue and is an assistant scoutmaster with the Boy Scouts.

Sean may be one of the younger employees at the utility, but he is excited and anxious to gain experience and a vital role on the KPUD team. He and his fiancé,

Mindy Blomquist are planning a December wedding. They look forward to serving the community together and enjoying life here in Klickitat County.

Congratulations to Sean. Please help us welcome him to the KPUD. ■

Your Input Is Important

Klickitat PUD wants to hear from its customers. Once every two years, KPUD sends out a survey to give customers an opportunity to provide input on their locally owned public utility.

The goal of the survey is to identify the level of customer satisfaction in KPUD operations, customer service and public relations.

The 2011 customer survey will appear in the July edition of Ruralite.

Please take time to fill out the survey and return it to KPUD. People who return the survey by September 15 will be entered into a drawing for a \$100 credit on an electric bill. ■

2011 Klickitat PUD Customer Survey

Return this survey to KPUD by September 15 to enter our \$100 drawing!
Three lucky customers will receive a \$100 credit on their KPUD account.
Be sure to fill in your account number below!

1. Zip Code: _____ Account No. _____
(Enter your zip code to allow KPUD to sort surveys by commission districts.)

2. Target Audience - My age falls in the following category:
(This information is required in order to determine who completes these surveys and the best method of reaching and communicating with a particular audience.)

30 & Under 31 to 50 51 to 65 66 & Over

3. Name & Address: (Optional - for use only if you have a specific question or comment)

Name: _____

Address: _____

KPUD OPERATIONS & MAINTENANCE

(An outage is defined as power being off five minutes or more.)

4. Outage Frequency: Do you feel that the frequency of outages over the past 12 months have occurred:
___ Less frequent ___ More frequent ___ Same as last year

5. Outage Duration: Do you feel that the duration of KPUD outages:
___ Are reasonable ___ Are far too lengthy
___ Are less than expected ___ No opinion
___ Should be resolved more quickly

6. Outage Response Time: When your power goes out or you have other electrical problems, how is your level of satisfaction with KPUD's response time?

___ Very satisfied
___ Satisfied
___ Somewhat satisfied
___ Dissatisfied
___ Don't know

To help control costs, would you be willing to wait until our next regularly scheduled shift for outage repairs?

Winter ___ Yes ___ No Summer ___ Yes ___ No
Weekends ___ Yes ___ No Week Days ___ Yes ___ No

7. Electric Service: Overall, how satisfied are you with the reliability of your electrical service?

___ Very satisfied ___ Dissatisfied
___ Satisfied ___ Very dissatisfied
___ Somewhat satisfied ___ Don't know

COMMUNITY CALENDAR

June

7—KPUD customer meeting with White Salmon/Bingen Rotary, noon at United Methodist Church, White Salmon

7—KPUD customer meeting with Bingen City Council, 7 p.m. at Bingen City Hall

10-11—Bickleton Pioneer Picnic and Rodeo, Cleveland

14—KPUD commission meeting, 2 p.m.

15—KPUD customer meeting with White Salmon City Council, 6 p.m., White Salmon fire hall

18—Bluegrass and Barbecue Festival at Sunshine Mill, noon to 10 p.m., 901 E 2nd St., The Dalles, www.sunshinemill.com

18-19—Ketchum Kalf Rodeo, Glenwood

20—KPUD customer meeting with Goldendale City Council, 7 p.m. at Goldendale City Hall

24-26—Sternwheeler Days at Cascade Locks Marine Park

25—Opening of Goldendale's Saturday Market for 11 weeks, Ekone Park, Goldendale

25—Country Showdown at The Dalles Civic Auditorium, 7 p.m.

25—Northwest Wine Auction at Maryhill Museum of Art

25—Ninth annual Kiwanis "Golf for Kids" Tournament. Call Nancy or Judy at (509) 773-5716

25-26—Windfest and Blowout, Hood River

28—KPUD commission meeting, 2 p.m.

29-7/3—Maryhill Festival of Speed /IGSA World Cup

To have an event listed in the Community Calendar, call Kathy at (509) 773-7606.



Sign up for KPUD's Budget Payment Plan

How does the Budget Payment Plan work?

Your monthly payments are based on your energy consumption during the past 12 months for the same location. Each year in June, Klickitat PUD will recalculate your budget payment. Through this recalculation the following will occur:

- If you paid for more energy than you used, KPUD will recalculate your new budget payment using your credit balance, which may reduce your new budget payment.
- Or, if your actual usage was greater than what you paid while on the budget plan, your new budget payment may increase.

When can I begin the Budget Payment Plan?

You can choose to begin the plan at any time. However, June is the recommended month. Your account needs to have a zero balance.

Will I know how much electricity I use every month?

Your meter will continue to be read as usual. Each month, you will receive an up-to-date statement of your account showing the budget amount due, as well as the actual amount of electricity you used.

A summary of current charges is listed in the first section of your statement. The second section, Balance Recap, is a running total of the actual balance on your account, actual charges to your account minus your payments. The third section, Budget Recap, outlines the status of your budget account, monthly charge minus monthly payments.

What if I am unable to make a payment?

You must pay your budget payment in full by the due date of the bill each month. Otherwise, you may be dropped from the Budget Payment Plan. If you are unable to make your payment,

please call KPUD's Customer Service Department.

What Happens if I Want to Cancel my Budget Payment Plan?

Your account will be reconciled at that time by comparing your actual consumption to what you have paid on the Budget Payment Plan.

- If you have paid for more energy than you used, your account will be credited for that amount.
- If you consumed more energy than you have paid for, your next bill will reflect a balance due.

Can I Re-Enroll in the Budget Payment Plan?

If you have been removed from the Budget Payment Plan for any reason, you must settle any past due charges before being allowed to re-enroll in the plan.

Can I Enroll in the Budget Payment Plan and the Automatic Draft?

Yes, they are a great complement to each other!

Is there a cost to join?

There is no charge to participate in the Budget Payment Plan. It is a free service!

The Budget Payment Plan does not include nonmetered services, such as streetlights, yard lights and wastewater basic fees. These charges will be added to your monthly budget amount.

If you are ready to enroll, please call KPUD's Customer Service Department before you receive your June bill.

Goldendale office	White Salmon office
(509) 773-5891	(509) 493-2255
(800) 548-8357	(800) 548-8358

Community Meetings Coming to a Venue Near You

During the next few months, Klickitat PUD staff and PUD commissioners will attend meetings of the various community and city councils and other community action groups throughout Klickitat County.

Our goal is to reach out and interact with customers in each community, and discuss items of interest specific to each

community in relation to the electric, water and wastewater services provided by KPUD.

Upcoming meetings:

- **June 7**—White Salmon/Bingen Rotary, noon, United Methodist Church, White Salmon
- **June 7**—Bingen City Council, 7 p.m., City Hall, 1112 N. Ash, Bingen

- **June 15**—White Salmon City Council, 6 p.m., fire hall, 220 NE Tohomish St., White Salmon

- **June 20**—Goldendale City Council, 7 p.m., City Hall, 1103 S. Columbus St., Goldendale

- **July 21**—Appleton Community Council, 7 p.m., Appleton fire hall, 839 Appleton Road