



Board of Commissioners

Randy L. Knowles

President

Dan G. Gunkel

Vice President

Ray A. Mosbrucker

Secretary

.....
Jim Smith

General Manager

Ron Ihrig

Chief Operating Officer

Gwyn Miller

Human Resources Manager

Shannon Crocker

Chief Financial Officer

Holly Dohrman

Power Manager

Ron Schultz

Chief Engineer

Jeff Thayer

Operations Manager

Steve VanTuyl

Information Technology Manager

Mike DeMott

Customer Service Supervisor

.....
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

WA-18

Help us Improve Our Services by Completing Our Member Survey

Every other year, Klickitat PUD includes a customer survey with your Ruralite. Enclosed in this issue is the 2013 survey. Please take a few minutes to fill it out.

Klickitat PUD appreciates it when you tell us we are doing a good job, but we also value constructive criticism and feedback. A wise person once said, "The most important person to listen to is someone who takes the time to tell you what you are doing wrong."

As a consumer-owned utility, we try hard to be responsive to our customers and really listen to what you have to say. Some people may believe that, as a monopoly, we don't need to listen to our customers. But KPUD's slogan is "Owned By Those It Serves," and we stand by those words every day.

Private power companies can afford to be somewhat indifferent to their customers. However, Klickitat PUD is a public entity governed by a three-person board of local residents who are elected to their positions, and consequently have a big interest in making this county a better place to live.

I am proud of KPUD's record of asking, listening and acting on our customers' concerns. We try to meet with every community at least once each year. We continually try to update you on what is going on here at your PUD

and ask, "How are we doing and what could we be doing better?"

Well, here is your chance to tell us what you like and what you don't. Many of the changes we have initiated here at KPUD originated from ideas from our consumer-owners.

One of the many things resulting from community input is Klickitat PUD's drive toward energy independence.

We really do value your opinion.

We plan to publish the results of the customer survey and how it compares to previous years in an upcoming Ruralite issue. If we receive interesting questions or comments on the surveys, I will highlight them here in the manager's section.

Don't forget about those \$100 utility credits that three lucky survey respondents will win. We may have to bring former Commissioner Harold Hill out of retirement, as it has always been Harold's job to draw the names out of the hat.

Thank you for your cooperation and support.



Jim Smith
General Manager