

## KLICKITAT PUD



KPUD employees are happy to welcome customers to the reopened KPUD offices. From left: Anita Clever, energy services; Courtney Collins, customer service; Holly Thiele, customer service; and Lori Fakesch, customer service.

# KPUD Offices Reopen to Public

By Courtney Collins

Following a 15-month closure to the public, Klickitat PUD is excited to resume serving customers in person at the Goldendale and White Salmon offices.

The offices reopen to the public June 30, coinciding with the state of Washington's reopening date.

Klickitat PUD offices closed in the spring of 2020 due to safety concerns for customers and employees. KPUD took advantage of the time and completed a much-needed remodel project at the Goldendale office.

The lobby remodel had been in the design stage for a few years. Due to COVID-19, the need for separation between customers and employees was reinforced by state distancing and workplace safety recommendations.

The time was right, so Jeff Thayer, KPUD materials manager, firmed up the design, sent it out for bid and led the project. Thank you, Jeff, for your eye for details.

KPUD's contractors worked patiently to plan construction and office moves strategically to not miss a day of serving our customers.

During the demolition phase, a time capsule was discovered and dated back to the early 1980s. It included predictions such as Tom Svendsen becoming general manager, which later came true.

Klickitat PUD's goal is to ensure a positive customer service experience, which is difficult when barriers are installed. However, COVID-19-related measures were not the only protection needed.

The enhanced security protects against active shooter situations and provides increased customer privacy.

The updated lobby has space to serve three customers simultaneously and provides an engineering workspace to help new customers without taking them to the back of the building.

As a result of reopening discussions, KPUD has decided to stop renting its large meeting room for public events such as birthday parties. Instead, the space has transitioned to a commission room. It will support appropriate distancing for KPUD public meetings and be equipped for virtual meetings.

The White Salmon office will reopen and continue with modified hours. The office remains closed Fridays until further notice. KPUD is actively working on the design to remodel the White Salmon office and anticipates a winter remodel.

Klickitat PUD has missed seeing your faces and looks forward to serving you—whether you prefer the office, drive-thru, phone or SmartHub. ■



The remodeled Goldendale office can serve three customers at once.