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WA-18

## Continuing to Serve



Are you as ready as I am for things to go back to normal? It is hard not to become complacent, and we have been talking about that here at your PUD. We all still work modified shifts to provide you reliable service because these just are not normal times. I wonder what normal will be once we finally get through this virus—if we ever get totally through it. Whatever the new normal is, we will respond accordingly to look after your needs.

Much of the work we do is unchanged. Our work connecting new customers is almost back to “normal” as the economy opens up. In the past two weeks, we have worked to install 10 new customer services in the west end alone. We also continue to work on our maintenance and system improvement projects, as well as all the vegetation management, purchasing, accounting, billing, invoicing and customer work that needs completed every day. The water and wastewater department continues to complete summer repair projects and operate water systems during our peak demand times.

Our meter readers are catching up on meter reads after being restricted by the virus. You will see them around throughout the county. We are also actively working with customers impacted by the coronavirus. Klickitat PUD customer service representatives are assisting customers with payment plans to get caught up on their bills as the economy reopens. Contact us to make payment arrangements if you are behind, as the bills are still due.

The way we work has changed. We have implemented significant steps to make sure employees are safe and can stay healthy and at work. Our goal is to not lose the ability to provide you service.

Customer programs are also still in place. Our COVID-19 Small Business Support Program, Low-Income Elderly Discount Program and Operation WarmHeart have already contributed more than \$85,000 this year to folks in our community.

I’ll leave you with this: I have told our employees, regardless of how we feel about the virus, this is not about us. It is about others and respecting their space and making an extra effort to do our part. Anyone can come into inadvertent contact with someone who is later diagnosed. That’s a fact. We owe that effort to everyone. I hope you embrace this perspective as well. Let’s keep each other safe.

**Jim Smith**  
**General Manager**