

Water-Wastewater Customer Survey Results

Each year, we ask our customers to rate our performance. During odd-numbered years we survey electric customers, and our water-wastewater customers on even-numbered years.

The results are in for 2008. Water-wastewater customers rated Klickitat PUD's (KPUD) performance a little better than past years, with 68 percent very satisfied, 27 percent somewhat satisfied and 5 percent unsatisfied.

We differentiate our water-wastewater operations from electric. While we strive to deliver exceptional service for all of our systems, we realize we are the only choice for electric service in Klickitat County, while there are numerous choices for water-wastewater providers.

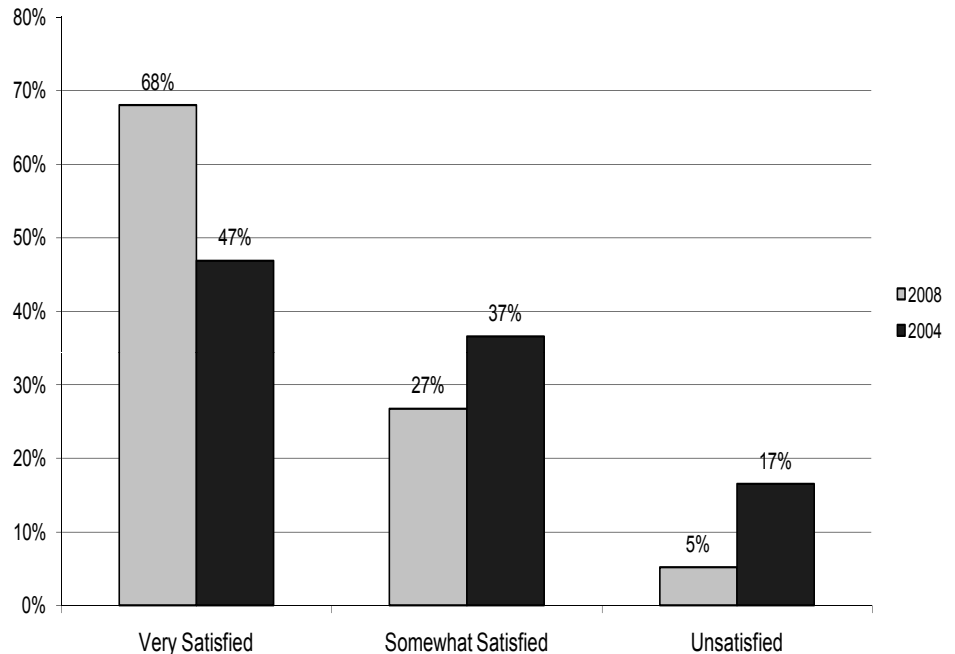
The communities we serve chose KPUD to be their provider. We do everything we can to be responsive to those communities' needs, keeping them involved and informed.

We have established a Water-Wastewater Advisory Committee made up of representatives from each community. We meet semi-annually to review budgets, work plans and rate impacts. We meet with each community council to further report system status, go over any projects, solicit comments for improving service and survey our customers.

We received 121 responses for a 12-percent return rate, which is good, but could have been better. We appreciate those customers who took the time to provide comments and criticism. We received 90 comments from about 40 respondents.

The most common complaint, marked by 18 respondents, was too much chlorine.

We are required to disinfect the delivered water. Chlorine is the most prevalent and cost-effective method.



Other methods are ozone and ultraviolet radiation. The Washington Department of Health (DOH) says "all factors considered—cost, simplicity of operations and residual qualities—the use of chlorine is a good choice of disinfectant for most water systems."

KPUD tests regularly for chlorine residual. The DOH recommends a minimum of 0.2 parts per million (PPM) and a maximum of 5 PPM.

We reviewed the log for May, which showed we hit the minimum on several occasions and had a maximum reading of 1.83 PPM in Roosevelt. Customers become aware of chlorine around 0.5 PPM.

Chlorine varies based on many factors, such as system demand, temperature, location of use and time between actual injection of chlorine and when it comes out of the faucet.

Maintaining the chlorine residual is an art, requiring constant vigilance.

Our operators always try to maintain a balance between safety and

providing a quality product satisfactory to everyone's taste.

Hard water or minerals in the water was the next most common response, with 16 comments.

Hard water is a vexing problem. We have tried whole community softening, with unsatisfactory results. Individual softening is recommended as the most cost-effective solution, but many people still can't afford this and results vary.

The next most prevalent comment was "atta boys" for the KPUD staff and crews. We want to add our voice of appreciation for the hard work and dedication of the people who work in KPUD's Water-Wastewater department.

We will strive to address all of the concerns brought up in the survey. The next advisory committee meeting is October 14, when we will review system survey responses with community representatives and address this subject with each of the community councils. ■