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**www.klickipud.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

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## Focus Turns to Internal Operations

In the June and July issues of Ruralite magazine, I discussed our generation projects, our transmission business line and the rationale behind our decision to become a “slice” customer of the Bonneville Power Administration (BPA) rather than continuing as the more traditional type of rate customer.

As you may recall, we built our projects to decrease our reliance on retail rates to operate the PUD, give ourselves more options than just BPA for our power supply and give us the ability to manage our own power supply needs.

During the next few years, I expect we will focus more on our internal operations than we have in the past five to 10 years. In the recent past, we have focused on planning and construction. I am not saying we did not look after our systems or our customers. We did. At times, however, we made decisions to work on expansion to provide additional sources of revenue and put off some improvements we would like to have made. I think those decisions were prudent and will put us in a much better position long term.



What do I mean by focusing on our internal operations? I mean to start focusing on working with what we have rather than developing additional business lines. This would include improving our ability to operate and maintain our facilities, better parts management, maintenance and training.

We are developing our power supply management systems, financial modeling, risk management and forecasting systems. We also are working on the more traditional areas, such as accounting, financial management, information technology and customer service.

We strive to improve the tools our managers have to enhance our efficiency and provide better electric and water/wastewater services, as well as trying to keep our rates down.

I think we will continue to investigate new projects and take advantage of opportunities we uncover or that present themselves to us. We will continue to be progressive, although maybe not as aggressive in pursuing new opportunities as we have in recent years.

Klickitat PUD is maturing as an organization, and as a result we will continue to improve and provide more value to our ratepayers.

**Jim Smith, General Manager**