

Low Income Elderly Discount Available

Klickitat PUD offers its Low Income Elderly Rate Discount for billings issued December 2013 through May 2014. The program is monitored through Klickitat County Senior Services, which determines eligibility and provides the PUD with a list of eligible customers.

Discount	Yearly Income
35 percent	\$10,800 or less
25 percent	\$10,801 to \$15,150
15 percent	\$15,151 to \$18,380
5 percent.....	\$18,381 to \$21,600

If you are 62 or older and want to take advantage of this discount, contact Klickitat County Senior Services.

- ▶ In Goldendale, call Virginia Dunham at (509) 773-3757 or toll-free (800) 447-7858.
- ▶ In White Salmon, call Jill Parrott at (509) 493-3068. ■

Prevent Frozen Pipes

Frozen water pipes are inconvenient and costly to repair. There are ways to both prevent frozen pipes and thaw those already frozen. Klickitat PUD Water/Wastewater department recommends the following:

- ▶ Let the water run at a slow constant drip during extreme cold temperatures. This is cheaper than facing a repair bill.
- ▶ Insulate all water pipes from cold, moving air and keep them dry.
- ▶ To thaw a frozen pipe, heat the area around the frozen part with an electric space heater, a hand-held hair dryer or a heat lamp. If this is a problem, call a plumber.
- ▶ If you have questions, call KPUD.
- ▶ White Salmon Office: (509) 493-2255 or (800) 548-8358
- ▶ Goldendale Office: (509) 773- 5891 or (800) 548-8357 ■

Statewide Radio Awareness

The Washington PUD Association, of which Klickitat PUD is a member, has partnered with the National Weather Service and weather radio manufacturer Oregon Scientific Inc. to educate PUD customers about disaster preparedness as we prepare for winter weather and possible service interruptions.

To help promote this campaign, WPUDA has provided each of its utility members with a National Oceanic and Atmospheric Administration emergency weather radio, so the radios can be given away to a customer in a local drawing as part of the preparedness outreach effort.

Twenty-four hours a day, the portable monitor receives and displays National



Weather Services' weather bulletins, alerts, watches, and local emergency system bulletins and warnings.

The campaign goal is to have weather radios become as common as smoke detectors in homes and businesses. Many people are not aware of the life-saving services featured on the weather radio,

nor do they use it.

Winter is just around the corner. A weather radio is an important preparedness tool to have in your home and car before the wind blows, the rivers rise or the snow flies.

For more information and retailer discounts, visit the Washington State Emergency Management campaign host website at www.emd.wa.gov.

Watch for contest rules on our website, www.klickitapud.com. ■

Customer Survey Drawing Results

On September 24, staff presented the board of commissioners with the names of customers who completed and returned the Klickitat PUD customer survey that was included in the July issue of Ruralite and on our website, www.klickitapud.com.

In appreciation of customers completing this survey, KPUD awards three customers with a \$100 credit toward their account.

The three winners were selected by Commissioners Randy Knowles (District 1), Dan Gunkel (District 3) and Ray Mosbrucker (District 2) by drawing one name from each of their respective districts.

The customer survey \$100 winners for 2013 are:

- Janine L. Scott—District 1
- Darrel McBride—District 2

2013 Klickitat PUD Customer Survey
 Return this survey to KPUD by September 13 to enter our \$100 drawing.
 Three lucky customers will receive a \$100 credit on their KPUD account.
 Be sure to fill in your account number below.

1. Zip Code: _____ Account No. _____
 (Please enter your zip code to allow KPUD to sort surveys by our three commission districts.)

2. Target Audience - My age falls in the following category:
 (This information is required in order to determine who completes these surveys and the best method of reaching and communicating with a particular audience.)
 30 and younger 31 to 50 51 to 65 66 and older

3. Name and Address: (Optional - for use only if you have a specific question or comment)
 Name: _____
 Address: _____

KPUD OPERATIONS and MAINTENANCE
 (An outage is defined as power being off five minutes or more.)

4. Outage Frequency: Do you feel outages during the past 12 months have occurred:
 Less frequently More frequently Same as last year

5. Outage Duration: Do you feel that the duration of KPUD outages:
 Are reasonable Are less than expected Are far too lengthy
 No opinion Should be resolved more quickly No opinion

6. Outage Response Time: When your power goes out or you have other electrical problems, what is your level of satisfaction with KPUD's response time?
 Very satisfied Satisfied Somewhat satisfied Dissatisfied No opinion

To help control costs, would you be willing to wait until our next regularly scheduled shift for outage repairs?
 Winter Yes No Summer Yes No
 Weekends Yes No Weekdays Yes No

7. Electric Service: Overall, how satisfied are you with the reliability of your electrical service?
 Very satisfied Satisfied Somewhat satisfied Dissatisfied Very dissatisfied No opinion

Comments on No. 4 through No. 7: _____

• Richard Rogers—District 3
 Congratulations to our three \$100 winners! ■