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WA-18

Reengaging the Community

I want to take this opportunity to revisit COVID-19. The virus and reactions from governments, businesses and each of us as individuals may differ, but COVID-19 has impacted our society and the way we function, probably permanently.

Now that our communities have transitioned back toward what is potentially a new normal, all of us at the PUD want to encourage our customers to reengage with us. In case some of you don't know, our offices are open to the public at both locations. We have completed remodels of the Goldendale and White Salmon offices, and we have been having commission meetings in person for nearly a year.

Our employees enjoy interacting with our customers and welcome the opportunity to discuss programs and provide insight on topics that impact you, our area and our utility. There are some new faces, but most of our staff members are well established. We promote and live a service mentality and encourage community involvement. Our employees are your friends and neighbors. We look forward to reengaging in person.

Once again, we will have an outdoor booth at the Klickitat County Fair and Rodeo. Our booth will be on the east side of the grandstands. We will offer electrical and drone demonstrations, with staff on hand ready to offer a smile, answer questions and discuss available programs. We will have a raffle and prize wheel. We also will have a brief survey to help us determine how you would like us to communicate with you.

Communication is always a challenging question. Some people enjoy reading Ruralite or newspaper articles. Others listen to radio interviews. Some prefer a quick text or stay up to date through social media. KPUD is evaluating new programs and plans to roll some out in the future. We want to keep our customers informed throughout development and deployment. Please stop by and fill out our anonymous survey so we can use your feedback to best meet customer communication preferences.

We hope you will join us in participating in fair festivities, and take time to stop by our booth and say hello. We will reach out to set up meetings with community service and local community groups. If you are interested in having someone from the PUD talk to your group, please reach out to us.

Looking forward to seeing you soon.

Jim Smith
General Manager

