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## Striving Toward Excellence in 2020

Wow, it's hard to believe that it's 2020 already. Y2K seems like yesterday, doesn't it?

To start the year, I want to make sure you all are aware that the Klickitat PUD Board of Commissioners has approved our 2020 operating budget. An important item from that is there will not be an electric rate increase in 2020. This follows no rate increases in 2017 and 2018, and a 1.5% increase in 2019.

Three out of four years without a rate increase is an impressive accomplishment, and I am very proud of our employees. I continue to be impressed with their commitment and willingness to learn and grow in their abilities to serve you better each year. We will strive to continue to improve as we serve you in the year ahead. I would like to take this opportunity to recognize the employees' efforts and extend my thanks to them for their dedicated service.

I would also like to thank our customers for supporting your community through our assistance programs. If you missed out on information regarding Operation Warm Heart, be sure to look at page 8 to learn how you can participate.

Another exciting update is that Gwyn Miller has been promoted to assistant general manager. Gwyn has served Klickitat PUD since 2011 as the human resources manager. She has also managed the information technology, customer service and accounting departments for the past several years. She will continue to oversee these departments. We're very pleased to have Gwyn in this new role.

I sincerely hope you all enjoyed a happy holiday season. Here's to a successful 2020.

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

