

KLICKITAT PUD



Cara Smith, left, and Mike Wynhoff recently joined KPUD as a customer service representative and meter reader, respectively.

Say Hello to Cara and Mike

When you walk in the door of Klickitat PUD, the first faces you see are of our customer service department. Day-to-day, it makes a lasting impression on customers. Every interaction is important, whether it is recording a meter read or making a payment arrangement.

In the field, customers see meter readers reading town routes monthly and checking self-read meters annually. The utility wants to ensure that our customers have a positive experience, which requires filling these integral positions with high-quality people. KPUD recently brought on two new employees to fill these roles: Cara Smith and Mike Wynhoff.

Cara Smith

Cara began at Klickitat PUD as a customer service representative in the Goldendale office in December 2021. She has many years of experience in the customer service field, working as a certified pharmacy technician the past 15 years in both Hermiston, Oregon, and Goldendale.

Cara is a Klickitat County native. She grew up in the High Prairie area with a large family. She was active in 4-H and met her husband, Matt, at the Klickitat County Fair and Rodeo. After high school, they moved to Hermiston and she started working at an independent, family-owned pharmacy.

The Smiths moved back to Goldendale in 2015 and are raising three children—Logan, Amelia and Everly—in the community where they were raised.

Outside of work, Cara enjoys “attending local school sports events with family, hunting, attempting mediocre crafts, laughing at my own jokes and buying too much tea.”

“I applied at the PUD to try something outside of health care, and I am excited about the opportunities for growth and learning within the company,” she says.

Mike Wynhoff

Mike began as a meter reader in November 2021. His primary duties include, but are not limited to, reading routes, conducting

annual meter audits for self-read rural meters, performing 90-day meter reads, and covering other work as needed. Rural customers may see him in the coming months as he performs annual meter audits.

Mike is a fixture in the Goldendale community. He graduated from Goldendale High School. Many Klickitat County residents may recognize him from his eight years of service with Republic Services at the Goldendale Transfer Station.

Asked what brought him to change careers, Mike says, “I had heard Klickitat PUD was a good place to work with good people.”

Mike says he loves his new position.

Mike and his wife, Amber, live in Goldendale, where they are raising their three kids: Jewlia, Jerzy and Jorgia. Mike’s new position allows him to spend more quality time with his family. They enjoy getting outdoors, camping and riding quads.