Klickitat PUD Keeps Services Going

Modified schedules and telecommuting maintain critical services to customers.

By Beth Schroder

Klickitat PUD employees are still at work during the current health crisis. Ensuring customers have access to electric, water and wastewater services is a critical function not just now, but going forward. Keeping these services available requires KPUD staff to remain healthy and able to work.

As new recommendations and requirements are released regarding COVID-19, Klickitat PUD continues to evaluate the best ways to keep employees safe and healthy. With that in mind, KPUD has developed work plans with employees for many positions that include telecommuting or modified work. This helps employees do essential work while reducing the potential for infection.

Work by Klickitat PUD employees would not be possible without the efforts of many other entities and their employees who continue to serve their essential functions. KPUD is fortunate to work in partnership with others during this crisis. As a result of the efforts of Klickitat County Emergency Management and the staff of Hood River Distillers, Klickitat PUD has been able to obtain a supply of hand sanitizing product. KPUD crews and staff greatly appreciate these efforts.

Washington State Department of Labor and Industries has restricted its inspection operations due to COVID-19. L&I will continue inspections of essential facilities. Klickitat PUD will provide installation services for those inspections. Once L&I resumes operations, Klickitat PUD will again process new service installation work for customers.

If customers experience service issues that require KPUD assistance, please contact the utility. System repairs, maintenance of KPUD's infrastructure and the critical functions provided by internal staff will continue to ensure service remains available. Customers are encouraged to reach out to Klickitat PUD's staff by calling 800-548-8357 or 800-548-8358 if they have questions.

Customers can also check their account on their own anytime through SmartHub—Klickitat PUD's customer portal. SmartHub can be accessed through KPUD's website or through the SmartHub app on smartphones and devices.

Klickitat PUD is committed to maintaining the critical services that utility customers need. Updates and announcements are posted on the KPUD website at klickitatpud.com and on facebook.com/klickitatpud. ∎

Stay Home, Stay Healthy

There is a Stay Home, Stay Healthy order in place through May 4. The Klickitat County community has come together to help residents get essential items without leaving home or getting out of their vehicle.

Opportunities include free delivery of food and medication to those in need of the service, and curbside pickup for food, medication and essential items at grocery stores, pharmacies and most restaurants.

In addition, both Klickitat Valley Health and Skyline Health hospitals offer a nurse helpline and COVID-19 testing within Department of Health guidelines. Local businesses are ready to assist where needed. Give them a call to see what options are available without having to go out in public.

Most recreational sites have been closed to the public. While it is safe and recommended to get fresh air, it is best to stay close to home and maintain a minimum of 6 feet from others to stay safe. If you are in a high-risk category due to illness or age, please use the resources available to get your essential items so you can Stay Home and Stay Healthy.

Community Services Available During COVID-19

▶ Free delivery service for food and essential items such as medication: Available to those in quarantine, isolation or in a high-risk or vulnerable population. Call Washington Gorge Action Programs at 509-493-2662 or 1-800-755-1192

Klickitat County Webpages:
▶ **Emergency Management**: www.klickitatcounty.org/249/Emergency-Management

▶ **Public Health:** klickitatcounty.org/289/Public-Health Call: 509-773-4565

▶ **COVID-19 Tracker** (case counts): klickitatcounty.org/1187/COVID-19

Hospital Information:
▶ **Skyline Health:** myskylinehealth.org COVID-19 Nurses' Line: 509-637-2972

▶ **Klickitat Valley Health:** www.kvhealth.net COVID-19 Nurses' Line: 509-773-4029

▶ **Washington State Coronavirus webpage:** https://coronavirus.wa.gov