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WA-18

Adjusting Beyond the Normal and Serving Our Community

I want to use this space to thank our employees directly and give our customers, friends and families an opportunity to read this as well. Many times my thanks are quiet and between “us.” This time, however, is a bit different.

I know many of you in our communities are severely impacted by the effects of social distancing and other efforts to reduce the spread of the coronavirus. I have seen the changes in your business plans and witnessed your efforts to continue to find new ways to serve our local residents and care for your families. I have seen many of you continue to provide service to our communities in challenging jobs and do it with a smile on your face. Many of you have tried, and there is too much to overcome. I am truly sorry for the impacts you are weathering.

At your PUD, we are very, very grateful to have our jobs and to be needed as an essential service. That comes with responsibility though, and your PUD employees have not backed away from that responsibility. I have reiterated to them that we need to be at work to ensure that we provide a service to you that is sustainable—however long this situation lasts.

Our employees and their families have the same health concerns you do. Even with that, I am very, very impressed with their efforts to revise their work schedules and adjust family commitments and lifestyles to continue to provide you with the service you need. We have folks working 10-hour days, we have staff starting early or starting late, we have some critical staff working from their homes. They have adjusted how we work to be able to practice social distancing and remain safe. This has not been easy, but I have seen our employees step up with ideas and take on work that is just not “normal.” True, we are lucky to be able to have an opportunity to be at work to tackle these challenges, but it still takes an effort to do things differently and safely.

So to our employees: Thank you. Your efforts positively impact your community and I hope others appreciate that. I know you all acknowledge how lucky you are to be in the position you have. I know you will continue to be thankful for the job you have. You earned that job, and I am proud of you and your dedication.

To our customers: We will continue to endeavor to provide the levels of service you all expect and to support your efforts in our community. Please call us if we can help.



Jim Smith
General Manager