

# KPUD's Friendly New Faces

Many new faces have joined the KPUD staff in the last two years. Meet the folks behind the scenes keeping the system up and business moving forward.



**Katie Kloster, White Salmon Customer Service Representative**

Katie is the newest addition to the White Salmon office. She was born and raised in White Salmon, so hers should be a familiar and friendly face.

Katie has been focused on training for the last few months and is excited to be full time in White Salmon. She is eager to help our customers with billing questions, payment assistance or payment arrangements. Katie will also assist White Salmon engineers to ensure new customers understand the power installation process, applications and forms.

Katie attended Washington State University, graduating with a Bachelor of Science in accounting.

"I found out about the opening at the PUD and was excited for the opportunity to work and grow within the company," Katie says.

In her free time, Katie enjoys the outdoors, hiking, kayaking and camping.

"Other than that, I'm usually just spending time with family and friends," she says.



**Isabelle Carroll, Accounting Clerk**

Isabelle joined the accounting department and is currently managing accounts payable duties.

"A love for numbers from a young age sparked my interest in accounting," she says. "I started accounting classes in high school."

At the University of Wisconsin-River Falls, Isabelle studied accounting, graduating in 2019. After school, Isabelle worked in Minnesota for a dairy co-op for two years.

Isabelle relocated to White Salmon in July to be close to her dad.

"It was time for something a little more challenging and team-oriented," she says.

Outside of work, Isabelle and her dad do a lot of hiking with her dog, Livvy. She also likes to play tennis and go for runs.

"Hopefully I will be gearing up for a marathon in the coming year," Isabelle says.



**Geoffrey Lacefield, Systems Electrical Engineer**

Geoffrey began with Klickitat PUD in January 2020. His role as systems electrical engineer is broad. Geoffrey is closely involved in the planning, maintenance and engineering of current and future utility transmission and distribution electrical infrastructure. He provides valuable insight in troubleshooting voltage issues and evaluating SCADA integration and automated metering infrastructure options.

Geoffrey obtained his associate degree in electrical engineering from Heald College.

“I was always drawn to electrical and mechanical tinkering in my youth,” he says.

Following college, Geoffrey worked for tech companies and a California municipal utility district. He says he looks up to engineers, who influenced his career choice.

Geoffrey is from the Northwest, raised across the river in Dufur, Oregon. He says he wanted to be closer to his folks, experience a new pace of life, enjoy the fresh air and move to a place with less traffic.

When away from work, Geoffrey enjoys fishing, kayaking, camping and working on his home with his family.



**Phillip McMillen, Geographic Information System Specialist**

Phillip joined Klickitat PUD in September 2019.

“I maintain and improve our internal mapping system, as well as assist colleagues with map-related issues,” he says.

Phillip is also the coordinator for KPUD’s unmanned aircraft system, meaning he gets to pilot and maintain the utility’s drones.

Phillip received his bachelor’s degree in geography from Eastern Washington University. Following graduation, he spent 2½ years out of state, working in the field and the office honing his GIS skills.

Phillip was born and raised in White Salmon. When the GIS position opened with Klickitat PUD, it was an opportunity for him to be close to family and home.

In his free time, Phillip enjoys photography and is an amateur radio operator.



**Sarah Honkala, Accounting Clerk**

Sarah joined Klickitat PUD in July and is a welcome addition to the accounting department. She previously worked in the paper industry as a supply chain specialist.

“It was a lot of managing inventory and order management,” she says.

Sarah is working on her degree in accounting and is grateful to be working in her field of choice at Klickitat PUD.

She is no stranger to the area. Her parents retired in Goldendale. Sarah is glad the opportunity presented itself with Klickitat PUD and now she can be closer to them.

Sarah is a proud new homeowner who enjoys sewing and hiking with her two dogs, Lumi and Glacier.