

Celebrating Excellence in Customer Service:

# Klickitat PUD's Customer Service Department

In 1992, the United States Congress declared the first full business week of October as National Customer Service Week. What initially started as a national event has now grown to become one of the most widely observed business occasions across the globe.

At Klickitat Public Utility District, this week provides a perfect opportunity to highlight and honor the dedicated individuals in our customer service department who consistently go above and beyond to provide exceptional service to our valued customers.

## The Heart of Customer Service

In every organization, the customer service department serves as the frontline, the welcoming face and the helping hand customers turn to for assistance. At Klickitat PUD, our customer service representatives, Ocean Barrett, Erin Gray and Katie Kloster, play a pivotal role

ensuring our customers' needs are met promptly and efficiently.


These dedicated professionals are often the first point of contact for new and existing customers. Their responsibilities encompass a wide range of tasks, including setting up accounts, updating contact information, processing payments, entering meter readings, addressing billing inquiries, and facilitating convenient services like auto-pay and paperless billing. In addition, they refer customer in need of assistance

to available programs. Their friendly and knowledgeable assistance leaves a lasting impression on our customers.

Behind the scenes, Holly Thiele, our new billing clerk, diligently reviews billing



*KLICKITAT PUD  
CELEBRATES  
85 YEARS OF  
SERVING OUR  
COMMUNITIES.*



*We have come a long way in 85 years.  
Please join us Wednesday, October 4,  
2023 for an open house to celebrate  
this event in conjunction with Public  
Power Week*



**Customer Service Manager Brandy Myers**



**Billing Clerk Holly Thiele**



**Customer Service Rep. Katie Kloster**



**Customer Service Representative Erin Gray**

reports before sending out customers' monthly statements. This critical role involves identifying any anomalies or errors to ensure our customers receive accurate billing information. Holly also supports the functions of our customer service representatives, contributing to the overall efficiency of the department.

Anita Clever, our energy services specialist, extends her expertise to help residential and commercial customers apply for qualifying rebates. She manages all net meter customers, guiding them through the application process and conducting annual reviews of their accounts. Anita is also the go-to resource



**Customer Service Rep. Ocean Barrett**

for troubleshooting high-use inquiries, offering solutions over the phone and conducting in-home audits when necessary.

Leading this dedicated team is Brandy Myers, the customer service manager. Brandy's role goes beyond mere oversight—she supports various functions within the customer service department. In addition to supervising her staff, which includes meter readers and customer service field representatives, Brandy plays a pivotal role in resolving customer concerns, ensuring every customer's voice is heard and addressed.

The individuals in Klickitat PUD's



**Energy Services Specialist Anita Clever**

customer service department are hidden champions of our organization. Their unwavering commitment to excellence and dedication to serving our customers make them an indispensable part of our utility's day-to-day success. During National Customer Service Week, and throughout the year, we extend our heartfelt appreciation to Ocean Barrett, Erin Gray, Katie Kloster, Holly Thiele, Anita Clever and Brandy Myers. Their interactions with our customers leave a lasting and positive impression, embodying the spirit of exceptional customer service. ■