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Helpful Outage Reporting

Klickitat PUD strives to provide consistent and reliable power. However, there are times when electric service may be impacted. Inclement weather, vehicle accidents, wildlife or faulted equipment can affect a customer's power.

Currently, Klickitat PUD is installing the infrastructure to know when there is a power outage. The new advanced meters being installed by Allegiant will report customers' power outages directly to the utility. At the end of 2023, Klickitat PUD reports that 75% of the AMI meters have been deployed throughout Klickitat County. This project is moving along on schedule and just in time for inclement weather.

Since AMI meters are not fully deployed, we continue to ask that KPUD customers call in outages. When an outage occurs, customers should confirm there are no issues on their side of the service:

- Check the circuit breaker panel to confirm no breakers have tripped. For manufactured homes, there is a second breaker panel outside of the home by the meter that needs to be checked.
- Check the electric meter. If the service has a digital meter, the meter will have a blank display when there is a power outage.
- Look outside to confirm if the street lighting is out or if neighbors appear to have power. This helps KPUD staff determine if this is a single outage or if there is a larger area impacted.

Customers should never assume their neighbors have called in a power outage. Oftentimes, the outage may only be impacting one person, or just a few customers with a shared transformer. Response times can be delayed due to a lack of reporting.

Customers have a few ways to report

power outages. They can call the utility at 800-548-8357 or 800-548-8358 and speak with KPUD staff or our call center, Cooperative Response Center. There is also an outage reporting tool through SmartHub accounts—accessed on the web or mobile application—which allows reporting in rural areas with little to no cellular service.

Once KPUD receives outage notifications impacting an area, we post information regarding the extent of known customers affected—as well as an estimated time of restoral, if one is available—at www.klickitatpud.com and on our Facebook page. As information comes into the office from employees performing line patrols or crews assessing damage, updates are added to these posts. Another resource for outage information is our interactive outage map, found on SmartHub accounts.

Please do not report power outages

New Electric Rates



In January 2024, KPUD will have new rates in effect.

The KPUD board of commissioners approved the rate change on December 12th, 2023, in combination with the 2024 budget adoption.

- The proposed rate increases are equivalent to a 4.5% revenue increase.
 - 3% wholesale power related to 2023, 2024, and 2025.
 - 1.5% general increase in costs.
- Percentages vary between rate classes and customer usage trends.

WHAT DOES THIS MEAN FOR YOU?

On average, residential customers can expect to see the monthly payment rise by about \$5.37 due to this increase.

Check out the KPUD website for additional details!

WWW.KLICKITATPUD.COM

on Facebook. The Facebook page is not monitored for comments during a power outage. The Facebook page is strictly used as a tool for communicating outbound information.

Klickitat PUD must have access to KPUD equipment. This could include but is not limited to: meters, transformers, switch cabinets and power poles. When power outages or other emergencies arise and crews cannot locate these critical pieces of infrastructure, restoration time frames or the response from emergency services is delayed. This may mean firefighting efforts are paused for safety until the crew can locate and deenergize KPUD infrastructure that has become

hidden beneath decorative covers or within enclosed rooms.

Not only are response times hindered by these obstacles, but the health and integrity of the equipment is compromised. Much of this equipment requires adequate airflow to keep from overheating, which may cause equipment failure and unnecessary power interruptions. Equipment should also be clear of debris, landscaping, vegetation or any items stored in the vicinity to allow access for maintenance, replacement or monthly meter readings.

For more information regarding power outages, access to KPUD equipment or for assistance on signing up for SmartHub, call us at 800-548-8357 or 800-548-8358. ■