

Klickitat PUD Customer Service Department Sees Changes

Klickitat PUD welcomes Billie Quantrell to the Goldendale office's Customer Service Department.

Billie is the newest hire in the department, which has experienced several changes recently.

A longtime resident of Goldendale, Billie previously worked at the Maryhill Winery during the 2006 summer and at Calpine Corporation from 2000 to 2005 as a document control manager.

Billie is married and has two children, ages 6 and 3.

She enjoys camping, fishing, participating in 4-H and spending time with her family.

Billie is very happy to be part of the PUD team.

With the November hiring of two new Customer Service Department representatives, Billie and Lori Kay Froehlich, some in-house changes also were made.

Lori Fakesch, long time customer service representative for KPUD, is moving to the Billing Clerk position.

Lori celebrated her 10th anniversary at KPUD in July. She was hired in 1996 to work in the water department and later moved to the position of meter reader.

She became a full-time customer service representative in 2003, performing duties such as scheduling the meter readers, downloading and uploading their handheld meter reading devices, purchasing supplies, handling customer accounts receivable and assisting other departments, as time allowed.

Lori enjoys her billing clerk job, and says it is a learning experience.

When Lori is not at work she enjoys scrapbooking and spending time with her family. Her daughter



Billie Quantrell



Lori Fakesch

is a senior at Eastern Oregon University.

Her son graduated from high school in 2005 and is working close to home.

Stop by the Goldendale office and meet our new staff members. Customer Service Manager Nadine Huxley congratulates Lori, Lori Kay and Billie on their position awards and is looking forward to a new team-building experience. ■



Tune In For Fun and For Safety

Scientist Heinrich Hertz first detected radio waves in 1887—a discovery that jump-started the invention of an object almost every American owns: the radio.

By the early 1920s, Americans had access to public broadcasts. Soon commercials made radio free to everyone.

January is National Radio Month.

Families no longer crowd around the radio in the evenings to listen to their favorite shows, but the radio still offers many delights.

National Public Broadcasting and Public Radio International offer world news and celebrated talk radio and music shows.

Go online to find your local radio station.

Nearly every genre of music has an outlet on some radio station, along with talk shows and even some storytelling entertainment shows like the good old days.

New subscription-only satellite radio stations—Sirius and XM—devote entire stations to specific themes, like '70s music, sports and political talk.

If you subscribe, monitor your children as they listen.

Even if you don't listen every day, the radio can be a lifesaver during an emergency. Keep a small, battery-powered radio on hand—with extra batteries, of course—and tune in during storms and power outages. ■