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www.klickpud.com

Goldendale Office
1313 S. Columbus Ave.
(509) 773-5891
(800) 548-8357

White Salmon Office
110 NE Estes Ave. • P.O. Box 187
(509) 493-2255
(800) 548-8358

KPUD Uses New Outage Tracking System

The PUD recently received notification from the Klickitat County Sheriff's office that it no longer will be able to provide answering service for outages through its 911 dispatch.

The excellent service we received from the sheriff's office during the past several years has been greatly appreciated. In response to this notification, the PUD has signed a contract with Columbia Pacific Answering Service of Hood River to provide after-hours coverage.

Now when you call the PUD after 5 p.m. or on weekends to report an outage, you will be transferred to the answering service. During major outages or during the day, PUD employees answer outage calls.

The PUD recently installed a new outage tracking system. This system is capable of logging calls and outage information, which can be viewed immediately by our staff. With this system, a search can be initiated by name, physical address or phone number.

The tracking system was designed to help locate where the outage has occurred, which allows the operations department to dispatch the line crew to the area where the problem might be. Notes are continually logged into the system regarding the status of the outage, providing crews with the most up-to-date information.

When the power outage is over and service has been restored, reports from the tracking system are accessed by the operations and engineering departments for determining problem areas and identifying the need for new and/or additional service equipment.

Before calling, the PUD encourages you to check your breaker panel in the house. If you live in a manufactured home or trailer, check your panel outside to verify the problem is not on your side of the meter. The more information you can provide the operator, the quicker power can be restored.

Some things you may want to consider before reporting an outage:

- Do your neighbors have power?
- Did you see or hear anything unusual, such as trees touching the line, fires in the area or any loud, unexpected noise?

When you call, you are asked to provide your name, phone number and the physical address of the problem or outage. Give a brief description of the problem, such as completely out of power, partial power, etc. Stay near the phone so the KPUD lineman can call and narrow down the problem area.

The crew appreciates any directions you can provide. Although linemen have mapping available, it does not include all private driveways and access-es.

After-hours phone numbers are:(800) 548-8358 or (509) 493-2255 in White Salmon, (509) 773-5891 in Goldendale.

Tom D. Svendsen, General Manager

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