

Help Us Improve Our Service By Filling Out Customer Survey

Every other year, Klickitat PUD (KPUD) includes a customer survey with your Ruralite magazine. Enclosed in this issue is the 2005 survey. Please take a few minutes to fill it out.

Klickitat PUD appreciates it when you tell us we are doing a good job, but we also value constructive criticism. A wise person once said "the most important person to listen to is someone who takes the time to tell you what you are doing wrong."

As a consumer-owned utility system, we try hard to be responsive to our customers and really listen to what you have to say. Some people may believe that, as a monopoly, we don't need to listen to our customers, but KPUD's slogan is "Owned by those it serves," and we stand by those words every day.

Private power companies can afford to be somewhat indifferent to their customers. However, Klickitat PUD is a public entity governed by a three-person board of local residents who are elected to their positions, and consequently have a big interest in making this county a better place to live.

I am proud of KPUD's record on asking, listening and acting on our customers concerns. KPUD tries to meet with each and every community at least once each year. We continually ask, "how are we doing?" and "what could we be doing better?"

Well, here is your chance to tell us what you like and tell us what you don't. Many of the changes we have initiated here at KPUD have initially come from ideas from our consumer-owners. We really do value your opinion.

A couple of the many things resulting from community input are the Water Wastewater Advisory Board and Klickitat PUD's drive towards energy independence.

We plan to publish the results of this survey and how it compares to previous ones in a future Ruralite issue. If you have an interesting question or comment, I will highlight it here in the manager's section on the back page. And don't forget about those \$100 utility credits that three lucky respondents will win. We may have to bring former Commissioner Harold Hill out of retirement, as it has always been Harold's job to draw the names out of the hat.

Thank you for your cooperation and support.

Tom D. Svendsen, General Manager