

Survey Shows KPUD Customers Satisfied

The 2005 Klickitat PUD (KPUD) customer survey results are in, which indicate customers are satisfied with the services they are receiving.

KPUD thanks the 670-plus customers for taking time to participate in this year's survey, which was a large increase in responses from the previous years.

Of those who participated, 96 percent were satisfied or more than satisfied with KPUD's service and believe it is a reliable service they can depend on. Ninety percent were also more than satisfied with the customer services they receive from KPUD employees.

Other survey results:

Of survey participants, 74 percent believe outages occurred less often this year than previously. More than 77 percent believe out-

age durations were reasonable, and almost 90 percent were either satisfied or very satisfied with outage response times of the line crews.

The survey also indicated most of our customers pay either by mail (39 percent) or at the Goldendale and White Salmon offices (43 percent). The rest use online payment options or automatic drafts.

Regarding our rates, 50 percent believe they are reasonable, with 9 percent saying they are very reasonable, and 26 percent believe rates are somewhat reasonable considering the service territory.

In regard to reliability, 65 percent said they would like to see KPUD maintain rate stability with infrequent rate changes.

Seventy-five percent of customers say they think they are kept informed about the operations and

plans at KPUD.

Sixty-eight percent responded that Ruralite magazine and bill stuffers are the best communication methods.

Not many customers are willing to change electric providers even if given the choice. Eighteen percent said they would never change, with another 63 percent saying it would take a savings of at least 20 percent to switch services.

Concerning "green power," not many customers are interested if it means paying more for their electricity, but several are interested in KPUD's energy services programs.

Take a look at the chart below showing what residents of Klickitat County would like to see KPUD offer through its rebate and conservation programs. ■

