



CHELAN COUNTY PUD
PO BOX 1231
WENATCHEE, WA 98807-1231
WWW.CHELANPUD.ORG

PRESORTED
STANDARD
US POSTAGE
PAID
WENATCHEE, WA
PERMIT NO. 300

99*****AUTO**5-DIGIT 98801
CURRENT RESIDENT
530 CASCADE ST
WENATCHEE, WA 98801-0002

Getting to know...

Patrick Hinkle
IT system administrator



He was born and raised in Cashmere and is a proud Cashmere High Bulldog!

After high school, Patrick wasn't quite sure what he wanted to do until the age of 22 when he went to work for GTC Technical Support in Wenatchee.

He liked the work and earned his AA degree in Computer Science at Wenatchee Valley College. Luck (or fate) would find him, and he landed a student position at the PUD in 2008 on the IT Helpdesk.

A year later, Patrick was hired as tech support specialist, where he spent eight years until moving up to system administrator.



Steer a safe course

Safe boating and fishing near Rocky Reach dam means staying 400 feet away from any point of the dam and juvenile fish bypass pipe.

You don't want to collide with water coming out of the pipe with force equal to the weight of several pickup trucks.

Use this map to plot a safe course or keep it handy on your mobile device at [chelanpud.org /Fishing Below Rocky Reach Dam](http://chelanpud.org/FishingBelowRockyReachDam).

Ve a sus bateadores favoritos

Ve a sus bateadores favoritos

Noche de Chelan PUD (Chelan PUD Night) en el juego de Wenatchee AppleSox el jueves 21 de junio.

Tu bateador local estará en el juego dando consejos tácticos para que mantengas tu casa cómoda y ahorres dinero en las facturas de servicios públicos.

Tienes hasta las 7 pm para ocupar tu asiento, así tendrás tiempo para participar en nuestro sorteo para ganar una regadera de alta tecnología y super- eficiente. ¡Dos clientes ganarán!

EVENTOS:

12 de mayo – River Ramble (Paseo del Río) en la Presa Rocky Reach

19 de mayo – Kids Fest (Festival de Niños), nueva ubicación en el Parque Walla Walla

21 de junio – PUD Night (Noche del PUD) en el juego de los AppleSox

4 de julio – Wenatchee Valley Independence Day (Día de Independencia del Valle de Wenatchee), en el Parque Walla Walla

Para más detalles vaya a chelanpud.org/Events



with
CHELAN COUNTY PUD
MAY
JUNE 2018

Customers are highly satisfied with their PUD

Customers gave our service high marks, saying Chelan PUD:

4.64 OUT OF 5
Treats me as an individual and with respect

4.61 OUT OF 5
Is responsive to customer needs

4.56 OUT OF 5
Employees are experienced, knowledgeable and proactive



Connecting with customers: Chelan PUD's George Velazquez shares safety tips.

97% of customer-owners scored their PUD a "4" or "5" on a 5-point scale.

3 OUT OF **4** customers rated their satisfaction at the top of the scale, saying they were "highly satisfied" with Chelan PUD!

Wow, thank you.

Overall satisfaction in this year's customer survey was 3 percent higher than the last survey in 2016. Find full results of the survey at chelanpud.org/customersurvey

Robinson Research of Spokane called 402 Chelan PUD customers (landline and mobile) in February and March. Those answering included 20 percent who identified as Hispanic.

98% scored **electric service reliability** a "4" or "5" on a 5-point scale.

Great customers deserve great services



Steve Wright

Every two years we reach out to you to ask how we are doing. Some call it a customer satisfaction survey, but I like to think of it more as a reality check on how you feel about a number of areas of performance at the

utility. The lead article in this newsletter gives you some of the highlights on what the numbers told us.

What I find interesting – and useful – is what your comments tell us. While the

numbers show that our reliability is very, very good, some of you commented about it. So you know, we are making investments to improve our reliability even more.

25 percent of you said you want to be involved with us in our next strategic plan. **That's fantastic!**

Getting fiber to your house was another area where we received comment. The good news is that we have increased our coverage area to 74 percent of the county and plan to continue our expansion efforts.

Given that we have many rural, remote areas, that kind of high-speed fiber coverage is phenomenal.

What I also took away from this survey are the many comments you gave us about our efforts to include you in our decision-making. I'm glad to hear that. We work hard to make sure we keep you informed. In fact, 25 percent of you said that you wanted to be involved with us in our next strategic plan, as well as our headquarters facility location decision. That's fantastic! We will create opportunities for you to be involved.

Thank you. For anyone else who would like to be involved, please let us know at: contactus@chelanpud.org.

Rogue crypto miners face new fees & possible power theft prosecution

Customers operating without authorized service may face fees of **up to \$6,150** for in-home cryptocurrency operations and **\$11,400 in commercial** or light industrial space.

Unsafe operations will lose power immediately and customers could face prosecution for power theft.

PUD commissioners on April 16 approved the new inspection and enforcement fees and charges for overtaxing power equipment.

Limited **amnesty is offered until May 14** to customers who don't have authorized service if they notify Chelan PUD before we call them and stop cryptocurrency operations.



Doors and windows open on a chilly day may point to unauthorized cryptocurrency machines that need cooling.

PUBLIC HEARING

1 p.m. on May 14
Confluence Technology Center
285 Technology Way,
Wenatchee

Seeking your comments on the moratorium on cryptocurrency applications

See your favorite power hitters

Chelan PUD Night at the Wenatchee **AppleSox is Thursday, June 21.**

Your hometown power hitter will be at the game with winning tips for keeping your home comfortable and saving money on utility bills.

Slide into your seat by 7 p.m. so there's time to enter our drawing for a high tech, super-efficient showerhead. Two customers will win!

It's a double-header for customers - cheer on the Sox and score winning tips.



SHOWER POWER: Make your hot water last longer & save thousands of gallons

In May and June, Chelan PUD and Evolve Technologies are offering a **45-percent discount on new shower heads** that save hot water by keeping it at a trickle until you're ready for it.

ShowerStart shower heads use thermostatic valve (TSV) technology to save thousands of gallons of water as well as the energy used to heat it.

These are not low-flow shower heads. Instead, you turn your shower water on like normal. When the water reaches 95 degrees, ShowerStart automatically lowers the flow to a trickle - saving hot water until you're ready to get in. Just pull the cord to resume full flow and enjoy your shower.

To see the different models and take advantage of the discount, visit thinkevolve.com/ccpud. When you're ready to place your order use the **coupon code CCPUD**.



SAVE THE DATE:

- **May 12** - River Ramble at Rocky Reach Dam
- **May 19** - Kids Fest, **new location** at Walla Walla Point Park
- **June 21** - PUD Night at the AppleSox

- **July 4** - Wenatchee Valley Independence Day, Walla Walla Point Park
- Details at chelanpud.org>Events

Clientes excelentes merecen servicios excelentes



Steve Wright

Cada dos años nos comunicamos con ustedes para preguntarles que tal estamos haciendo nuestro trabajo. Algunos lo llaman una encuesta de servicio al cliente, pero me gusta pensar en ello más como un examen realista sobre cómo se siente acerca de una serie de áreas de rendimiento de la empresa de servicio público. El artículo principal en este boletín le da algunos de los aspectos más destacados que nos indicaron los números.

Lo que me parece interesante - y útil - es lo que nos dicen sus comentarios. Mientras que los números muestran que nuestra

fiabilidad es muy, muy buena, algunos de ustedes comentaron al respecto. Para que sepan, estamos realizando inversiones para mejorar nuestra fiabilidad aún más.

También recibimos comentarios sobre el hacer llegar fibra a su casa. La buena noticia es que hemos aumentado nuestra

El 25 por ciento de ustedes dijo que quieren estar involucrados con nosotros en nuestro próximo plan estratégico. ¡Eso es fantástico!

área de cobertura al 74 por ciento del condado y planeamos continuar nuestros esfuerzos de expansión. Dado que tenemos

muchas zonas rurales y remotas, ese tipo de cobertura de fibra de alta velocidad es fenomenal.

Lo que también aprendí de esta encuesta fueron los muchos comentarios que nos dieron sobre los esfuerzos que estamos haciendo para incluirlos al tomar decisiones. Me alegra saber eso. Nos esforzamos para asegurarnos de mantenerlos informados. De hecho, el 25 por ciento de ustedes indicó que querían estar involucrados con nosotros en nuestro próximo plan estratégico, así como en la decisión que se tome sobre la ubicación de las instalaciones centrales. ¡Eso es fantástico! Crearemos oportunidades para que usted participe.

Gracias. Para cualquier persona que desee participar, por favor, déjenos saber en: contactus@chelanpud.org.

Los clientes están muy satisfechos con Chelan PUD

Los clientes dieron altas puntuaciones a nuestro servicio, indicaron que Chelan PUD:

4,64 DE CADA 5
Me trata como individuo y con respeto

4,61 DE CADA 5
Está atento a las necesidades del cliente

4,56 DE CADA 5
Los empleados tienen experiencia, conocimiento y son proactivos

97% de los clientes-propietarios dio al PUD una puntuación de "4" o "5" en una escala de 5 puntos.

3 DE CADA 4

clientes calificaron su satisfacción en la parte superior de la escala, ¡diciendo que estaban "muy satisfechos" con Chelan PUD!

Wow, gracias.

En general, la satisfacción en la encuesta de clientes de este año fue 3 por ciento más alta que la última encuesta en 2016.

Robinson Research llamó a 402 clientes de Chelan PUD (teléfono fijo y móvil) durante febrero y marzo. De los cuales, el 20 por ciento se identificaron como hispanos.

98% dio una puntuación de "4" o "5" en una escala de 5 puntos a la fiabilidad del servicio eléctrico.

Los mineros de Cripto ilegal enfrentan nuevos cargos y posible enjuiciamiento de robo de energía

Los clientes que operen sin servicio autorizado pueden enfrentar tarifas de hasta **\$6.150** por operaciones de criptomoneda (cryptocurrency) en casa y **\$11.400** en lugares comerciales o industriales ligeros.

Las operaciones peligrosas perderán la electricidad inmediatamente y los clientes podrían encarar el enjuiciamiento por robo de energía.

El 16 de abril los comisionados del PUD aprobaron las nuevas tarifas de inspección y ejecución y los cargos por sobrecargar el equipo eléctrico.

Se ofrece una amnistía limitada hasta el 14 de mayo a los clientes que no tienen servicio autorizado si avisan a Chelan PUD antes de que les llamemos para detener las operaciones de criptomoneda.

AUDIENCIA PÚBLICA

14 de mayo a la 1 p.m.
Confluence Technology Center
285 Technology Way, Wenatchee

Estamos esperando sus comentarios sobre la suspensión de las solicitudes de criptomoneda