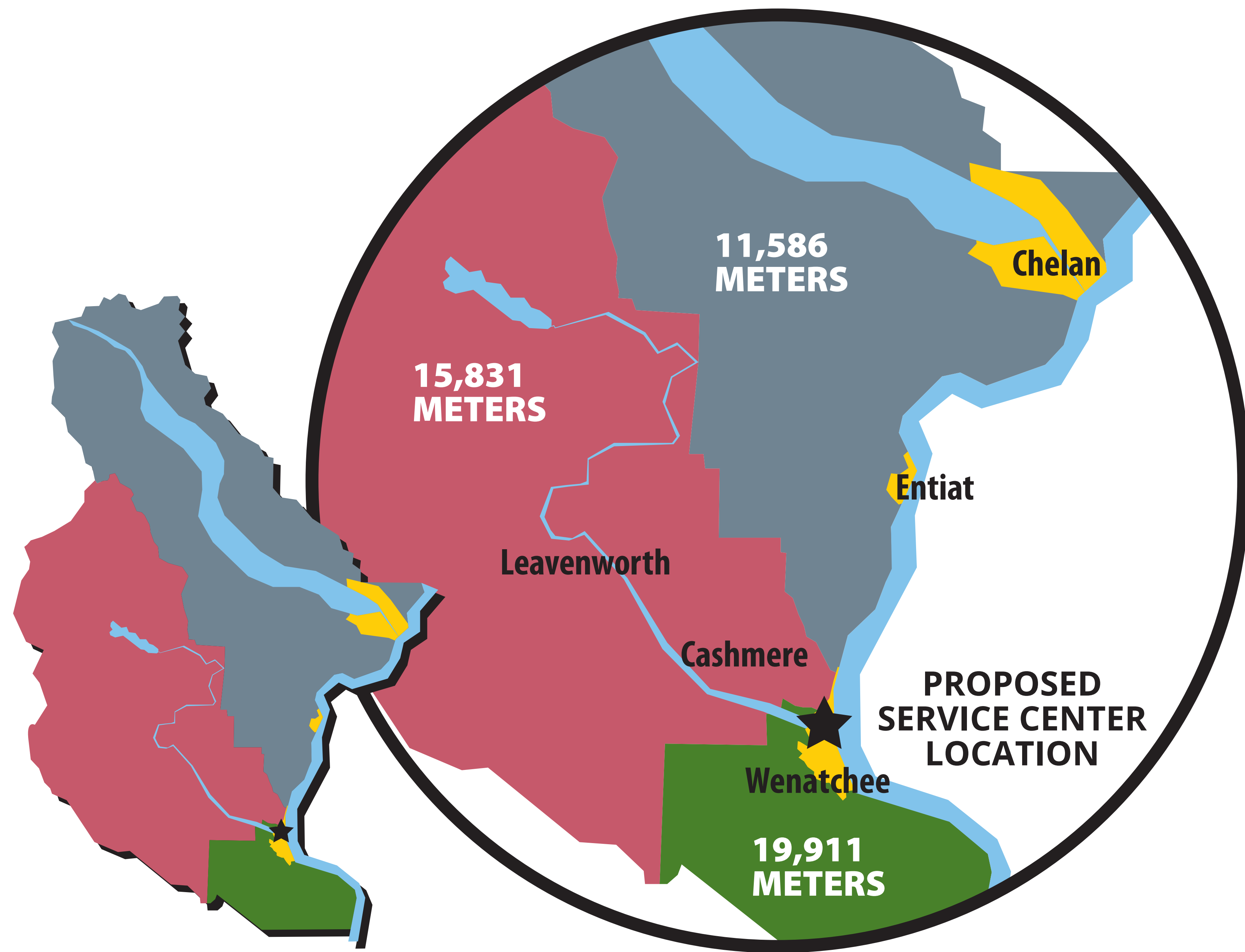


The best, for the most, for the longest.



CHELAN COUNTY

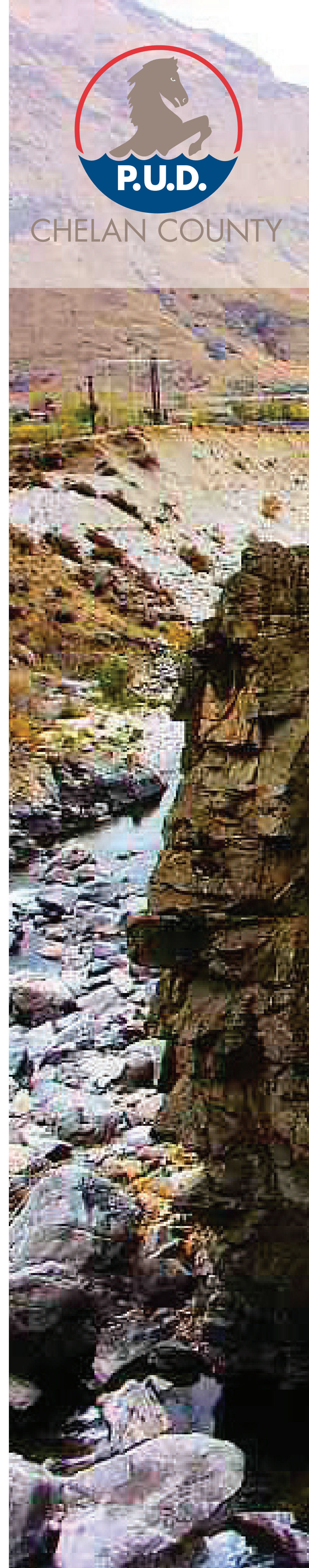


Create a customer-centric hub
Locate at the center of customer base
One-stop for customer services

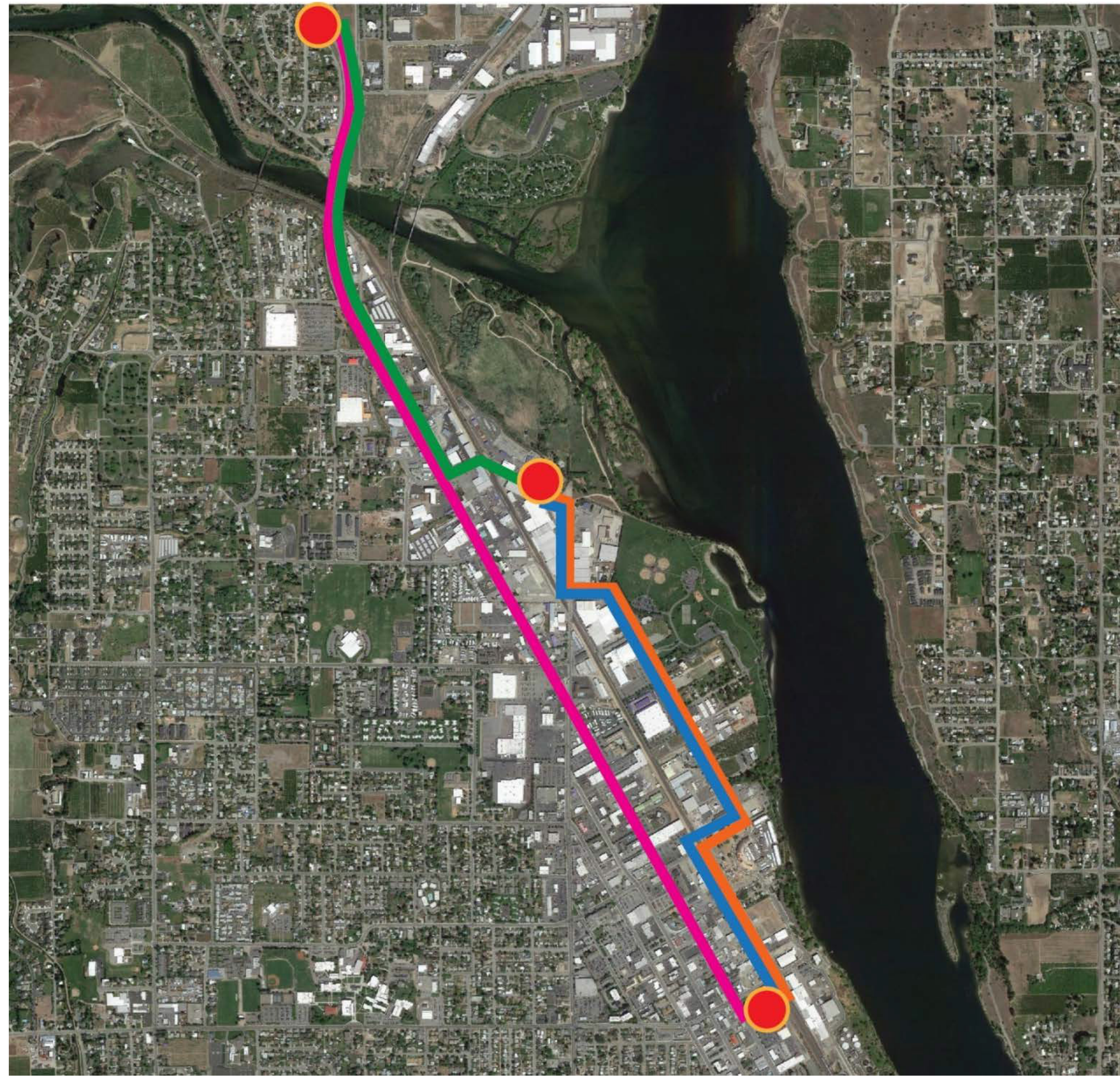
CUSTOMER SERVICE IMPROVEMENTS

Increasing ability to respond

Chelan County PUD Service Center



The best, for the most, for the longest.



70% of service trips are to the north
Staff spread at three different locations
\$750,000/year could be saved in travel alone

INCREASE EFFICIENCY

Reducing travel times

Chelan County PUD Service Center



CHELAN COUNTY

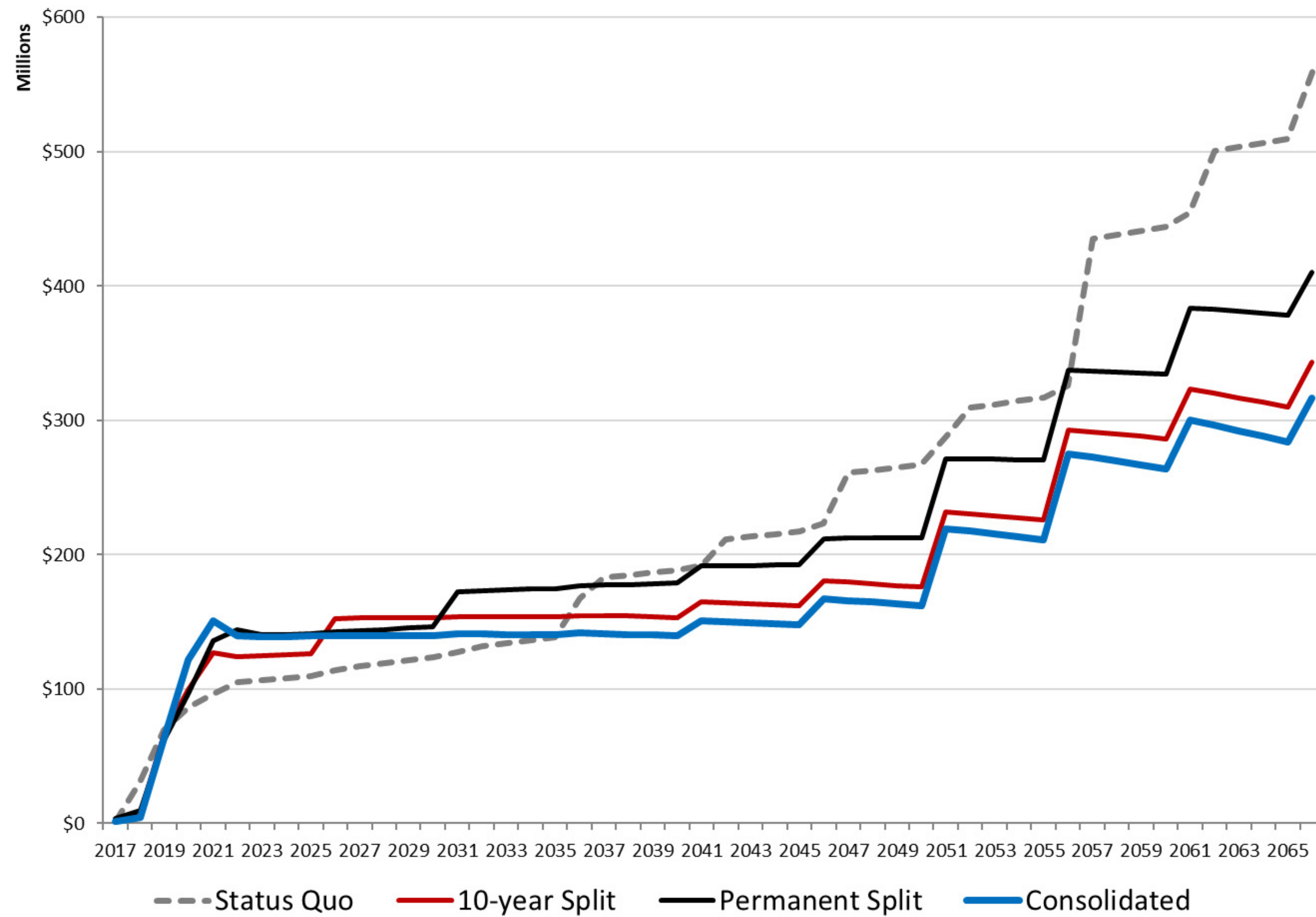


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Headquarters Facilities — Cumulative Cash Flow
Capital Investment, Maintenance and Energy, Productivity



\$50 million in reserve for facilities improvements
Realized savings bring pay-back in less than 20 Years
Revenue opportunities with current facility redevelopment

BEST FINANCIAL VALUE

Taking a long view for customer-owners

Chelan County PUD Service Center

