

CYCLE OF PERSONAL OWNERSHIP

APRIL 2024 WINNER



CHELAN COUNTY

AMANDA HOLADAY

The South Shore of Lake Chelan (1800 Customers) is served power from a submarine cable that crosses Lake Chelan from Manson to the South Shore. A construction project to rebuild the bulkhead at the Yacht club required construction work near the district's submarine cable. Customer Service Engineer Amanda Holaday recognized the contractor's challenges of performing such work near the District's single source of power for the South Shore and the potential risk to our customer's power reliability if an unforeseen event occurred during the work and took immediate action acting as a liaison between the District and the contractor. Amanda advocated for pausing the construction project until potential risk weighted solutions could be worked out among the District and stakeholders. Amanda continued efforts to facilitate resolutions through the course of a few months. Amanda "saw something and said something." Her ownership on this issue helped the District avoid a potentially long duration outage and an extremely high cost for power restoration to over 1800 customers.