

CYCLE OF PERSONAL OWNERSHIP

JANUARY 2023 WINNERS



CHELAN COUNTY

NEIL NEROUTSOS

Neil has played an instrumental part in helping the District improve upon its process for Closure of Non-Emergency Services (i.e. inclement weather closures) over the past year. He participated in a Learning Team with leadership last January (2022) after the significant snowstorm event, to help better understand and improve upon the challenges that arise during this process, from decision making all the way through employee communication.

During the recent inclement weather event on 11/30/22, Neil helped leadership to craft and communicate timely messaging to all District employees proactively the day before the event, as well as at 3:00am and again at 5:00am on the day of the snowfall event. I'm sure most folks don't fully grasp the amount of time and effort that goes into these decisions and communications, so I'd like to recognize Neil for both his recent and ongoing efforts to help continually improve the Closure of Non-Emergency Services process. Thank you, Neil!

ANDY WENDELL

On Thursday, 12/22 we incurred a large outage impacting the Icicle area of Leavenworth. The District was experiencing record system load and the feeder that serves the Icicle Valley burned up a phase locking out the feeder and creating a large power outage. Once the impact was known, Customer Service and Stakeholder Outreach Director Andy Wendell immediately went up to the impacted area and began doing outreach to key accounts as well as delivering situational awareness to District stakeholders and helping to setup a warming center at the Leavenworth operations center. The power was restored late in the afternoon but unfortunately the power went out again impacting the same customers. Andy stayed onsite and continued to work with the key accounts such as the City of Leavenworth, the Leavenworth Fish Hatchery and Sleeping Lady as well as general customer inquiries throughout the night and into Friday morning. Andy kept the warming center open and also ensured the line crews working the outage had hot coffee and snacks to help keep them going. Once the outage was restored Friday morning Andy finally called it a day. Job well done by Andy!