SUMMARY OF PROPOSED SERVICE CENTER OUTREACH EFFORTS

CHELAN PUD COMMISSION MEETING

April 1, 2019 – No Action Today
February & March Outreach

Presentations
Cashmere City Council  Downtown Kiwanis
Chelan City Council  CAFÉ
Entiat City Council  PUD Key Accounts
Leavenworth City Council  Central Lions
Wenatchee City Council  Manson Community Council

Community Open House Events
Wenatchee Valley Museum & Cultural Center
Cashmere Riverside Center
Leavenworth Fire Station
Chelan Chamber of Commerce
Entiat Fire Station

Employee Open House Events
Headquarters Campus  Confluence Technology Center

LISTENING TO OUR CUSTOMERS

What do you think?

Chelan County PUD Service Center
What We Have Heard

Customer Surveys

<table>
<thead>
<tr>
<th></th>
<th>Total Surveys</th>
<th>Online Surveys</th>
<th>Comment Cards</th>
<th>English</th>
<th>Spanish</th>
<th>Lobby Interviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>791</td>
<td></td>
<td>554</td>
<td>237</td>
<td>720</td>
<td>71</td>
<td>86</td>
</tr>
</tbody>
</table>

How often do you visit the PUD office in downtown Wenatchee?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Spanish</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>6.19%</td>
<td>8.76%</td>
</tr>
<tr>
<td>Frequently</td>
<td>1.29%</td>
<td>4.77%</td>
</tr>
<tr>
<td>A couple times a year</td>
<td>0.52%</td>
<td>15.08%</td>
</tr>
<tr>
<td>Almost never</td>
<td>1.03%</td>
<td>62.37%</td>
</tr>
</tbody>
</table>

HEARING FROM OUR CUSTOMERS

Online & In-person
What We Have Heard

Why do you usually visit the Wenatchee office?

<table>
<thead>
<tr>
<th>Why visit</th>
<th>Online</th>
<th>In-person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Pay/Billing Questions</td>
<td>7.66%</td>
<td>27.73%</td>
</tr>
<tr>
<td>New Service</td>
<td>0.23%</td>
<td>10.21%</td>
</tr>
<tr>
<td>Parks</td>
<td>0.12%</td>
<td>10.44%</td>
</tr>
<tr>
<td>Energy Conservation</td>
<td>0.35%</td>
<td>5.22%</td>
</tr>
<tr>
<td>PCS</td>
<td>0.12%</td>
<td>1.04%</td>
</tr>
<tr>
<td>Public Meetings</td>
<td>0.12%</td>
<td>10.56%</td>
</tr>
<tr>
<td>Business Meeting</td>
<td>0.12%</td>
<td>5.22%</td>
</tr>
<tr>
<td>HR or Job-Seeking</td>
<td>0.00%</td>
<td>2.78%</td>
</tr>
<tr>
<td>Fiber</td>
<td>0.12%</td>
<td>3.36%</td>
</tr>
<tr>
<td>Other (please explain)</td>
<td>0.12%</td>
<td>14.50%</td>
</tr>
</tbody>
</table>

HEARING FROM OUR CUSTOMERS

Online & In-person

Chelan County PUD Service Center
What We Have Heard

How would the proposal affect you?

<table>
<thead>
<tr>
<th>General Comments</th>
<th>Possible Concerns</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Impact</td>
<td>Traffic Concerns</td>
<td>429</td>
</tr>
<tr>
<td>Improved Customer Access/Service</td>
<td>Impact to Riverside Playhouse</td>
<td>95</td>
</tr>
<tr>
<td>Support</td>
<td>Increase Travel Time</td>
<td>44</td>
</tr>
<tr>
<td>Great Location</td>
<td>Cost - Rate Impact</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>Impact to Downtown Businesses</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Don't Support Moving Administration</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

HEARING FROM OUR CUSTOMERS

Online & In-person

Chelan County PUD Service Center
Customer Feedback

- **Wenatchee Open House**
  - Consider impacts to Riverside Playhouse and downtown businesses

- **Cashmere & Leavenworth Open House**
  - Will be easier for me to access PUD services
  - More centrally located for the entire county

- **Chelan & Entiat Open House**
  - Keep great customer service
  - Consolidation just makes sense

**Talking with Our Customers**

*What we are hearing*

Chelan County PUD Service Center
Customer Feedback

• Will I be able to take the bus to the new Service Center?
  The PUD is working with Link Transit to provide service to the proposed Service Center location.

• Do you have room to expand in Olds Station?
  An important consideration during facility planning was the “generational” decision that consolidation would represent for years to come. The site and buildings have the ability to accommodate future growth and the PUD has obtained a purchase option on a neighboring parcel.

• Will the PUD leave a payment center downtown?
  The PUD is undergoing a change in our Customer Information System (CIS) which will bring with it a host of new options for making payments and providing information to our customers.

TALKING WITH OUR CUSTOMERS

What we are hearing

Chelan County PUD Service Center
Customer Feedback

• Will this project cause future rate increases?
The proposed project is the lowest cost option over the long-term which means less rate pressure than the other facility options that were studied.

• Will there be adequate access to PUD services?
The Olds Station location is more centrally located and provides better access for the entire county. Being able to access all PUD service at one location will provide a much better customer experience.

• Will the PUD be evaluating traffic impacts on Wenatchee Ave?
One of the primary reasons that the PUD is recommending consolidation is to reduce the high number of trips our crews make through north Wenatchee. The PUD is working with the City and a traffic consultant to evaluate the overall traffic impacts and mitigation options.

What we are hearing
Chelan County PUD Service Center
Customer Feedback

- Will PUD leaving Fifth Street affect downtown businesses and eliminate parking for the Riverside Playhouse?

The PUD has partnered with the City of Wenatchee, the Port of Chelan County and a wide range of downtown stakeholders to begin planning for the future of the Fifth Street campus. Music Theatre of Wenatchee and several business representatives have been identified as important stakeholders in that process and will be included in the visioning and planning efforts during the next several months.
Customer Feedback

Ideas for the Service Center from our customers

- Café open to the employees and public
- Trail with access to the Wenatchee River
- Learning center for kids in the lobby
- Bilingual staff in customer service
- Museum or display area in the lobby
- More conservation demonstrations
- Auditorium/meeting space for public use
Media Coverage

Chelan PUD Hosts Open House at Wenatchee Valley Museum, Looks to Olds Station

- Four print stories
- Seven radio stories
- Three online stories

WHAT OTHERS ARE SAYING

Opportunities for the public to learn more

Chelan County PUD Service Center
Now is the time to get involved

In February and March we will be reaching out to our customers throughout Chelan County. We will be making presentations to service and civic groups, talking to city councils and holding open houses. The schedule below gives you an idea of where we will be and when. If you have a group that would like a presentation, send us an email.

This Service Center Outreach kickoff gives you an idea of what we will be talking about with the community. You can find all sorts of information within this website page. And, if you don’t find something you want to know about – let us know and we will help you.

We hope you will take us up on our invitation! You may have that great idea that we haven’t thought of yet!

Share your comments and ideas by March 26 to enter the drawing for an iPad.

Contest rules

If you have questions or other comments, please use our form, email or call 509-661-4294.

CONTINUING THE CONVERSATION

Staying in touch

Chelan County PUD Service Center
Questions & Next Steps

• Additional Questions from Commission
• Comments from the Public
• April 15 Commission Meeting
  • Update with new information
  • Resolution to approve recommended consolidation plan and adopt project budget

MOVING FORWARD

Staff Recommendation

Chelan County PUD Service Center