



## GM Steve Wright

 Service is our top job  
At Chelan County PUD, our No. 1 goal is to serve our customer-owners. That's why public utility districts were created – to provide electric service and deliver reliable, affordable power.



Steve Wright

No goal is effective without a way to measure progress. That's why earlier this year we asked you how satisfied you are with our service. We were able to compare your answers with those from customers at 50 other public utilities across the country.

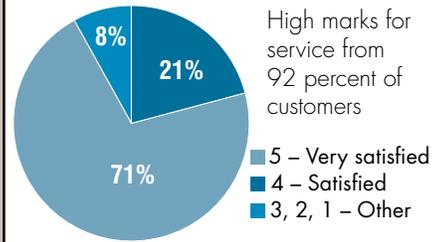
The results were a terrific statement by you. You rated satisfaction with the service we provide significantly higher than customers at similar customer-owned utilities. The District was in the top quartile in key categories such as courtesy, responsiveness, professionalism, problem-solving efficiency, as well as communications with customers and service reliability. That's a tremendous compliment to PUD employees.

Thank you.

Now the challenge is to make sure we continue to provide outstanding service. There is always room for improvement.

In addition to customer satisfaction, we also are reaching out to you for insights on strategic planning for the next five years and beyond. I will be talking with you more about this soon.

### Customer ratings for overall Chelan PUD service



And, we want you to get to know us even better – and have some fun while you're at it. This summer we are offering a series of entertaining events at our dams and in some of our parks. There will be lots of activities for kids and ways for you and your family to learn more about YOUR PUD and to have a lot of fun, too. Take a look at [chelanpud.org](http://chelanpud.org) under "Rediscover Your PUD."



## Eggs-tending awareness of rebates and savings

Which came first: the chicken or conservation rebates?

We're using a little humor and a play on the age-old question to spread the word about our expanded list of District programs that help customers increase the comfort of their homes and save on their utility bills.

Look for the ads and billboards that feature our chicken crossing the road to energy savings.

Check out our 2014 rebates on the website, [chelanpud.org](http://chelanpud.org).

## Lineman Rodeo finale celebrates safety, scholarship

A decade of celebrating safety and building a scholarship fund for high school seniors active in preventing drug and alcohol abuse culminates with the final Andrew York Lineman Rodeo on Friday and Saturday, June 20 and 21 in Wenatchee.

Free for spectators, the event brings together power linemen from across the Northwest. On Friday night, there will be a twilight event at Walla Walla Point Park.

Competition starts at 8:30 a.m. Saturday, plus games and free "Be a Lineman" photos for the kids. Plans are in the works for a community "thank you" Saturday night.

Details at [ayrodeo.com](http://ayrodeo.com) and on Twitter @AYRodeo.

## It's a winner: Save time, get free tickets

The first 200 customers who sign up by June 30 for Powerpay email billing can stop by one of our offices to pick up two free tickets to the July 9 AppleSox baseball game.

Using Powerpay is convenient for customers and saves the cost of a stamp. Sign up at [chelanpud.org](http://chelanpud.org) by clicking on the Powerpay button on the home page or drop by our office.

## Press '6' for river level updates

Irrigators, boaters, and other Columbia River users can check river flows and levels in the Rock Island reservoir with their phone.

Information is updated daily on the PUD's Infoline, (509) 661-8000, option "6."



# Welcome to Connected!

 This newsletter brings you the latest news about your public utility including money-saving energy tips, updates on PUD projects and ways your utility is working with you to enjoy this beautiful area we call home.

## In this edition:

- Service is our top job
- Lots of rebates and savings
- Lineman Rodeo finale
- Free AppleSox tickets
- Phone in for river updates



## In your neighborhood Keeping it reliable

PUD crews are in neighborhoods working on:

- Duncan Road power and fiber line relocation (north Wenatchee)
- Lake Wenatchee Substation to Plain Substation connection
- Washington to Sanders St. (Chelan) upgrade



**Let's talk:** We want to hear from you. Talk to us on  Facebook.com/ChelanPUD  
Find us on  Twitter @ChelanPUD • Email us at [contactus@chelanpud.org](mailto:contactus@chelanpud.org)  
Give us a ring at (509) 663-8121 or toll-free, (888) 663-8121.



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Rocky Reach Dam wireman team: (l-r) Chris Shimer, Foreman Cindy Bowen-Lorrain, Ron Messer (red hardhat), Darren Davis, Daniel Martyn and Todd Melton

## Wiremen are safety heroes

A wireman crew at Rocky Reach Dam led by Foreman Cindy Bowen-Lorrain received a regional Safety Heroism Award for actions on Dec. 1, 2013, after crew

member Ron Messer lost consciousness while on the job following complaints of chest tightness and feeling lightheaded.

Messer's coworkers asked control room operators to call 911, started CPR, helped him breathe and administered one shock from an AED (automated external defibrillator). As Messer regained consciousness, they provided oxygen and helped get him to the ambulance.

In addition to having emergency medical equipment at the dam, several Rocky Reach employees are EMTs (emergency medical technicians) including Messer's fellow crew member Chris Shimer. Also responding were Bowen-Lorrain, Darren Davis, Daniel Martyn and Todd Melton.

After three days in the hospital, Messer was discharged in good condition.