Customer Benefits

There are many customer benefits that a new facility brings to Olds Station, including:

- A one-stop location for customer transactions
- Centralized operations that will reduce crew response times
- Consolidated operations and administrative functions to maximize efficiencies
- Support of local jobs and contributions to local sales tax revenues

At the new Service Center, customers will be able to pay their bill, talk to an energy efficiency expert, apply for new electrical and water/wastewater services; check fiber optic internet options, grab a cup of coffee in a new café area and attend Commission meetings.



Parking

There will be dedicated customer parking next to the lobby and walkways to the Service Center. A payment drop box also is planned in the parking area. These improvements will provide safer and more convenient customer access. At the current site, customers must find parking on busy North Wenatchee Avenue.

Traffic Impacts

Given staggered work shifts at the PUD site, the highest peak of traffic is expected between 7:30 to 8:30 a.m. and 4:15 to 5:15 p.m., with about 300 employees arriving or departing during these times. The PUD has worked with WSDOT and the City of Wenatchee on several measures to mitigate impacts in the area, including:

- Closure of connection between Horan Rd, and Easy St.
- Extension of Technology Center Way to Easy St.
- Two-way traffic on Easy St. between Penny Rd. south to new extended Technology Center Way
- Signal updates at intersection of Penny Rd. and Easy St.
- No left turns signage at Chester Kim and Penny Rds. northbound during peak times

QUESTIONS: Email teka.sellers@chelanpud.org



Chelan PUD's new Service Center Administration Building "A" is taking shape. Construction began in August 2020, and this summer the final steel beam was put into place. Work already has started on preparing the site for Buildings "B" through "G."



New PUD Service Center Taking Shape

Construction is slated to continue through late 2022. A phased move-in is planned for 2023 with all customer service functions and Board of Commissioner meetings slated to begin at the new site in Spring 2023.





