

# CHELAN PUD CUSTOMER SURVEY



March 2016

## Executive Summary Report

Robinson Research conducted 406 surveys with Chelan PUD customers between February 22, 2016 and March 4, 2016. This is the sixth iteration of the survey.

## Contents

<b>METHODOLOGY .....</b>	<b>3</b>
<b>EXECUTIVE SUMMARY.....</b>	<b>4</b>
<b>DETAILED OBSERVATIONS .....</b>	<b>6</b>
Q.1 Overall, how satisfied are you with Chelan County PUD? .....	6
Q.2 Can you please tell me for what reasons you rated your satisfaction as a 1-3? ...	7
Q.2 Can you please tell me for what reasons you rated your satisfaction as a 4?.....	8
Q.2 Can you please tell me for what reasons you rated your satisfaction as a 5?.....	9
Q.3 In terms of value, how satisfied are you with the rates you pay for electric? ....	10
Q.4 How satisfied are you with the overall reliability of electric service? .....	11
Q.5 Have you experienced any outages in the last 12 months? .....	12
Q.6 Was electric service restored in a reasonable amount of time? .....	13
Q.7 Would you be willing for the PUD to increase your monthly bill for reliability?	13
Q.8 How much of an increase would you be willing? .....	14
Q.9 In the event of a power outage, how would you find the information?.....	15
Q.10 How would you like to be notified about an outage?.....	16
Q.11 If the PUD were to request your cell phone and email? .....	16
Q.12 How do you rate the monthly electric bill you receive? .....	17
Q.13 Do you use electronic billing with the PUD?.....	17
Q.14 Please rate your level of satisfaction with the overall communication? .....	18
Q.15 Which of the following methods do you prefer for receiving information? ....	19
Q.16 Are there any other ways you would prefer to receive information?.....	19
Q.17 Have you visited the Chelan PUD website during the past month? .....	20
Q.18 How would you rate the website? .....	20
Q.19 Outages.....	21
Q.20 Rate changes.....	21
Q.21 PUD finances .....	21
Q.22 Strategic planning for the next five years .....	21
Q.23 Offering ways to manage your account .....	21
Q.24 Providing ways to save money on electric bills & become more efficient .....	21
Q.25 Which of these programs, if any, are you aware of?.....	22
Q.26 If you could make one significant improvement to your home? .....	23
Q.27 The utility is considering new electric meters?.....	24
Q.28 Do you think this is a good idea?.....	24
Q.29 For what reasons don't you like this idea?.....	25
Q.30 Did the PUD adopt a new strategic plan last year?.....	26
Q.31 In regards to the strategic plan, did you... ..	26
Q.32 A good corporate citizen .....	27
Q.33 Well-managed .....	27
Q.34 A utility you can trust.....	27
Q.35 Working to improve the way they do business .....	27

Q.36 Controls cost and keeps rates low ..... 27  
Q.37 Is a good environmental steward of the county’s natural resources..... 27  
Q.38 Treats me as an individual and with respect ..... 28  
Q.39 Is easy to do business with..... 28  
Q.40 I feel my concerns are heard and that my opinion matters to them ..... 28  
Q.41 Promptly resolves customer problems ..... 28  
Q.42 Follows through on promises..... 28  
Q.43 Is responsive to customer needs..... 28  
Q.44 Does things right the first time..... 28  
Q.45 Employees are experienced, knowledgeable and proactive (take action)..... 28  
Q.46 The overall customer service ..... 28  
Q.47 When was the last time you had direct contact with the PUD? ..... 29  
Q.48 Do you have any comments or suggestions? ..... 30

**DEMOGRAPHIC PROFILE ..... 31**

**VERBATIM RESPONSES ..... 32**

Q.2 Can you please tell me for what reasons you rated your satisfaction as a 1-3? . 32  
Q.2 Can you please tell me for what reasons you rated your satisfaction as a 4?..... 34  
Q.2 Can you please tell me for what reasons you rated your satisfaction as a 5?..... 41  
Q.48 Do you have any comments or suggestions? ..... 61

## METHODOLOGY

Robinson Research was commissioned by Chelan PUD to conduct a telephone survey with Chelan PUD customers. This is the second wave of the survey (the first was not conducted by Robinson Research); previous wave was conducted in February 2014. The overall purpose of this study was to evaluate customers' attitudes and perceptions regarding Chelan PUD.

Where possible and when of value, results from this wave are compared to the results of previous years.

For this study, 406 interviews were conducted with Chelan PUD customers at Robinson Research's facility in Spokane, WA from February 22, 2016 to March 4, 2016.

No fewer than fifteen percent (15%) of the interviews were monitored in their entirety, and an additional ten percent (10%) were called back by a supervisor for verification of key points of the data. Interim trial runs of the data were cross-tabulated by interviewer as a quality assurance procedure.

A 406-sample survey has a margin of error of +/- 4.85 percent, which means that, in theory, results have a ninety-five percent (95%) chance of coming within +/- 4.85 percentage points of results that would have been obtained if all Chelan PUD customers had been interviewed.

Questions regarding this study may be directed to:

William D. Robinson  
President  
Robinson Research  
1206 N. Lincoln St, Suite 200  
Spokane, Washington 99201-2559  
(509) 489-4361  
E-mail: [billr@robinson-research.com](mailto:billr@robinson-research.com)



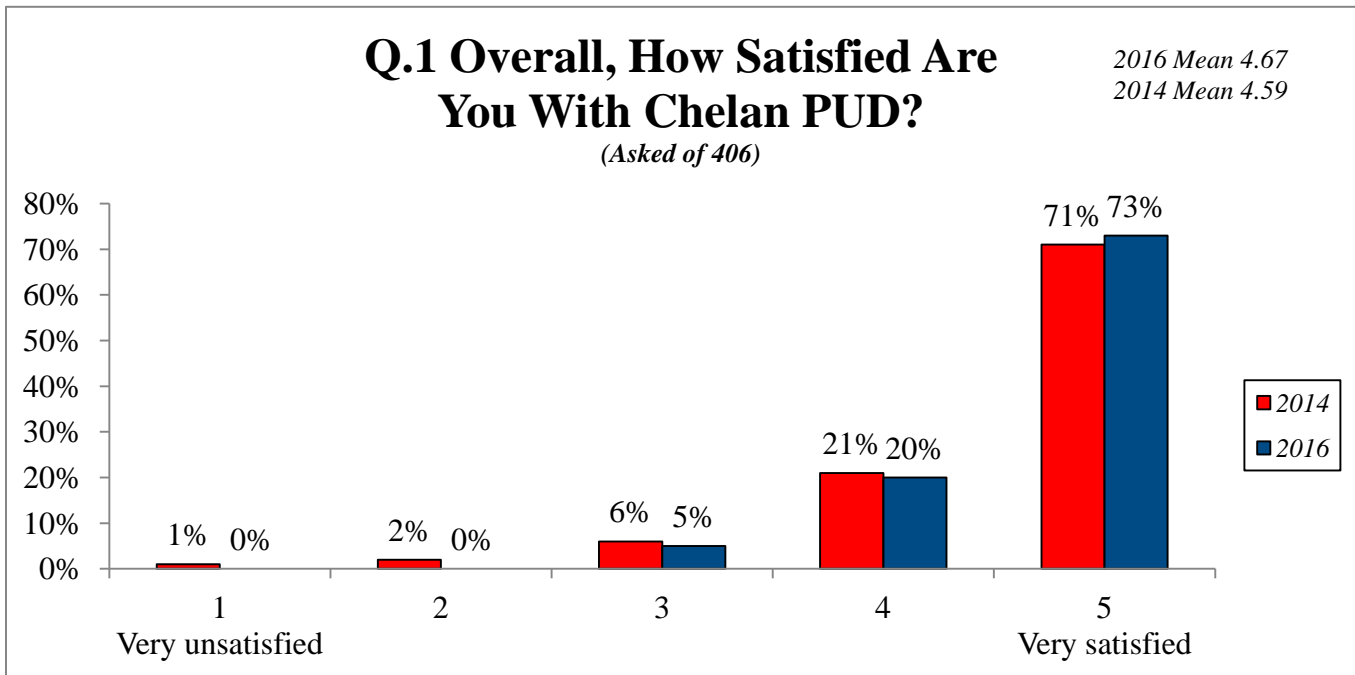
## EXECUTIVE SUMMARY

- Nine in ten customers rated their overall satisfaction with Chelan PUD above the midpoint of the five-point scale
- The most often cited reasons for giving a lower rating were bad management/customer service, rates too high, and issues with the fiber-optic network
- The most often cited reasons for giving a higher rating were low rates, few outages/fixed quickly, experiencing no problems
- Nine in ten respondents rated their satisfaction with the rates they pay above the midpoint of a five-point scale
- One in two hundred respondents rated their satisfaction with the overall reliability of their electric service below the midpoint of a five-point scale
- Two in five customers reported experiencing an outage in the previous 12 months
- 95% of the customers that experienced an outage reported it was restored in a reasonable amount of time
- Four in five respondents were not willing to accept an increase in their monthly bill for increased reliability
- In the event of a power outage, half of respondents reported they would call the PUD for information
- Half of customers also preferred to be notified about an outage affecting their neighborhood via a phone call
- Nearly nine in ten respondents reported they would be willing to provide their cell phone number, email, or both to the PUD to add to their customer information
- Nine in ten customers rated the ease of understanding their bill above the midpoint of a five-point scale
- Two in five respondents reported using the PUD's electronic billing
- More than nine in ten respondents rated their satisfaction with the level of communication they receive from the PUD above the midpoint of a five-point scale
- Nearly half of respondents preferred to receive information from the PUD via direct mail
- One in four customers reported visiting the PUD's website in the previous month
- Nine in ten respondents, who had visited the website, rated it excellent or good

- One in five respondents reported they would install new windows if they could make one significant energy efficiency improvement to their home
- One in four customers reported awareness of the proposed automated metering
- Three in five respondents perceived the proposed automated metering as a good idea, one in five were unsure
- Three in ten of the customers who did not perceive the proposed automated metering as a good idea reported not having enough information
- One in five respondents reported awareness of the PUD's new strategic plan
- Half of customers reported having direct contact with the PUD in the previous month

DETAILED OBSERVATIONS

**Q.1 Overall, how satisfied are you with Chelan County PUD? Please use a scale of 1 to 5, where 1 is “Very Unsatisfied” and 5 is “Very Satisfied”.**

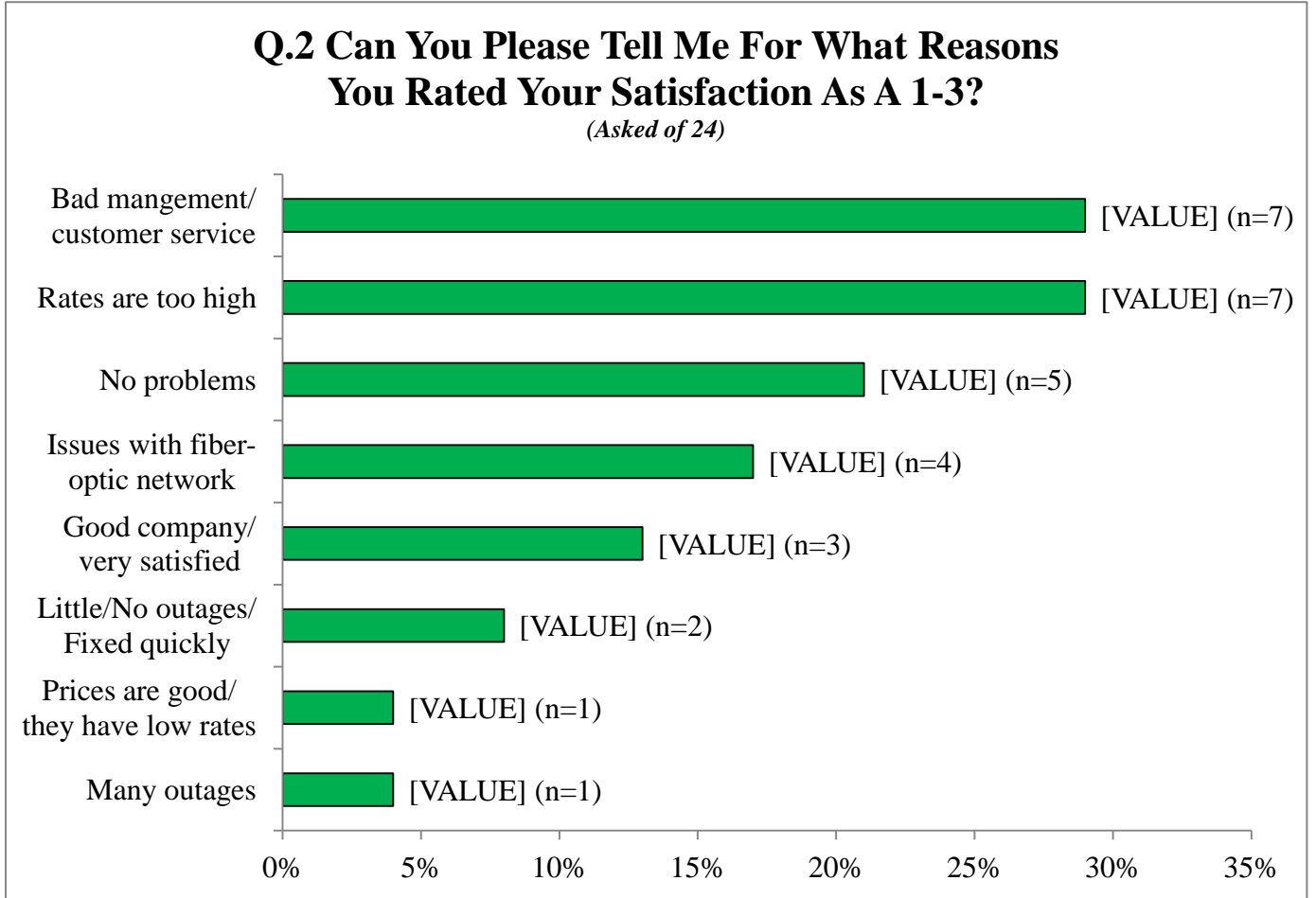


Three in four (73%) respondents rated their satisfaction at the top of the scale.

Respondents in the 18 to 25 age range and customers that had lived in the area for ten years or less were more likely than average to give higher ratings.

**Q.2 Can you please tell me for what reasons you rated your satisfaction as a 1-3?**

*This question was asked of respondents who rated their overall satisfaction between a 1 and 3 (n=24). Responses to this question were captured verbatim and coded for ease of interpretation. The complete responses can be found at the end of this report and are recommended reading.*

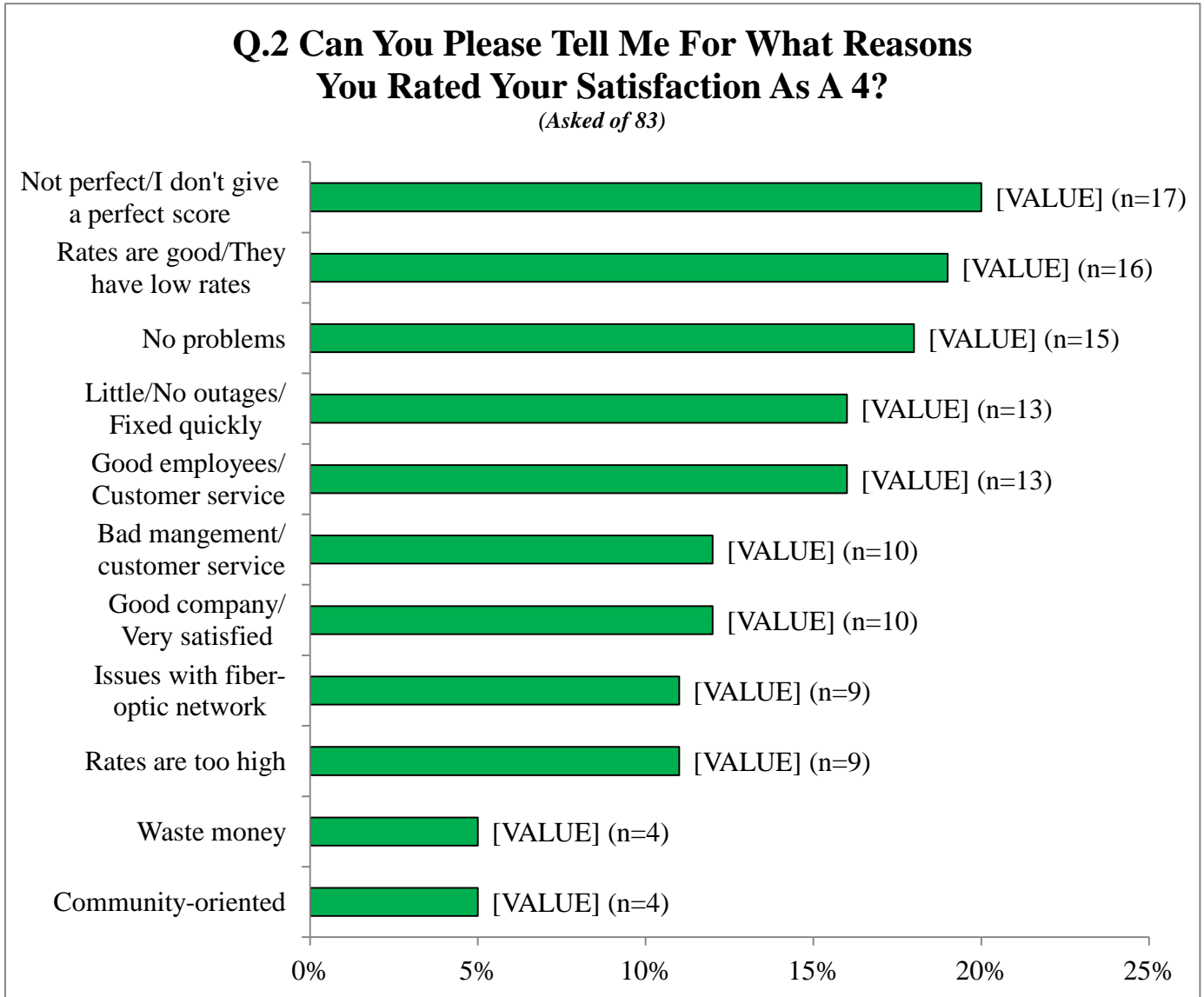


The two most cited reasons for giving a rating between 1 and 3 were bad management/customer service and rates are too high, each being mentioned by three in ten (29%) respondents.



**Q.2 Can you please tell me for what reasons you rated your satisfaction as a 4?**

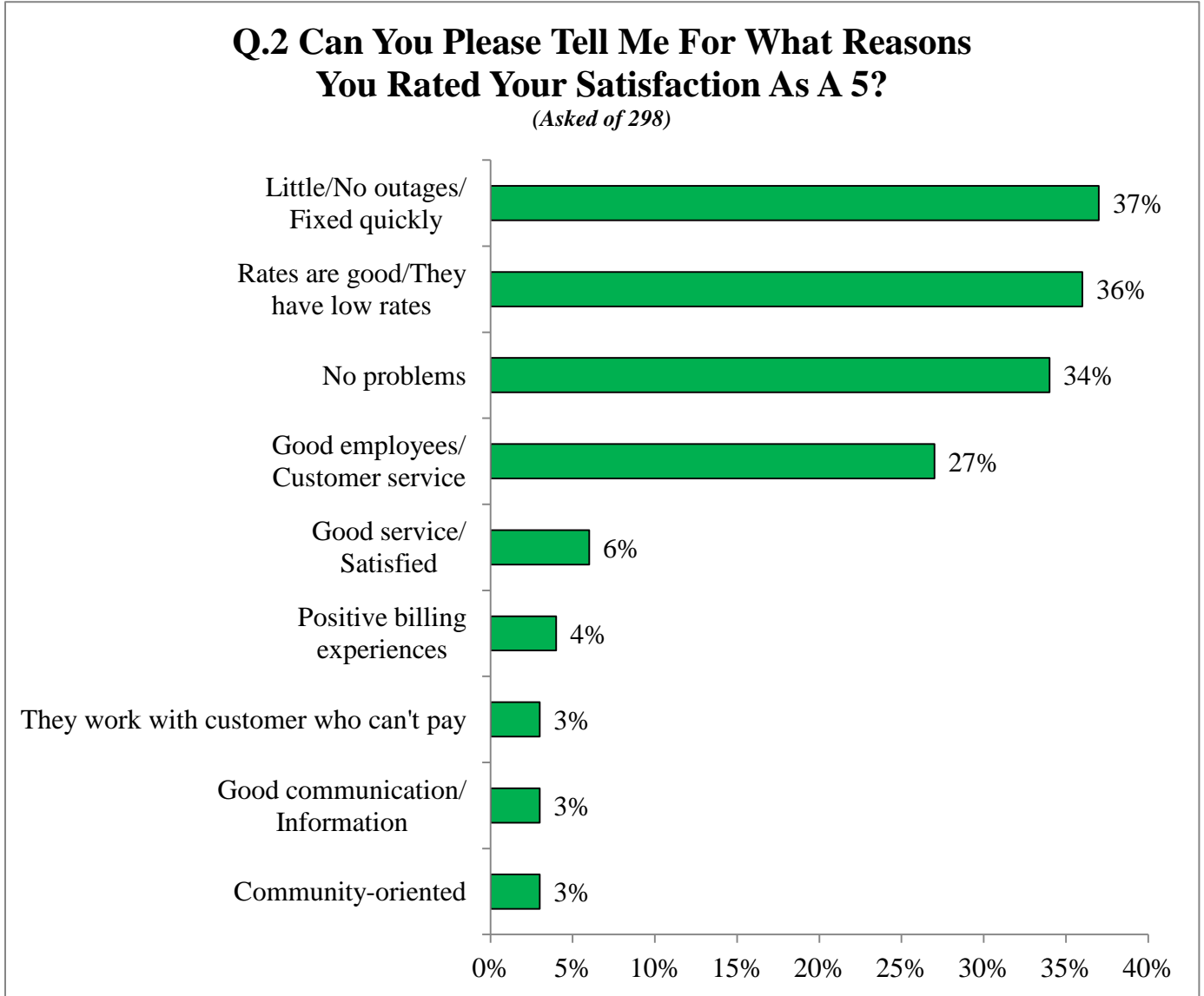
*This question was asked of respondents who rated their overall satisfaction a 4 (n=24). Responses to this question were captured verbatim and coded for ease of interpretation. The complete responses can be found at the end of this report and are recommended reading.*



One in five (20%) respondents reported rating the PUD as a 4 because no one is perfect/they never give a perfect score.

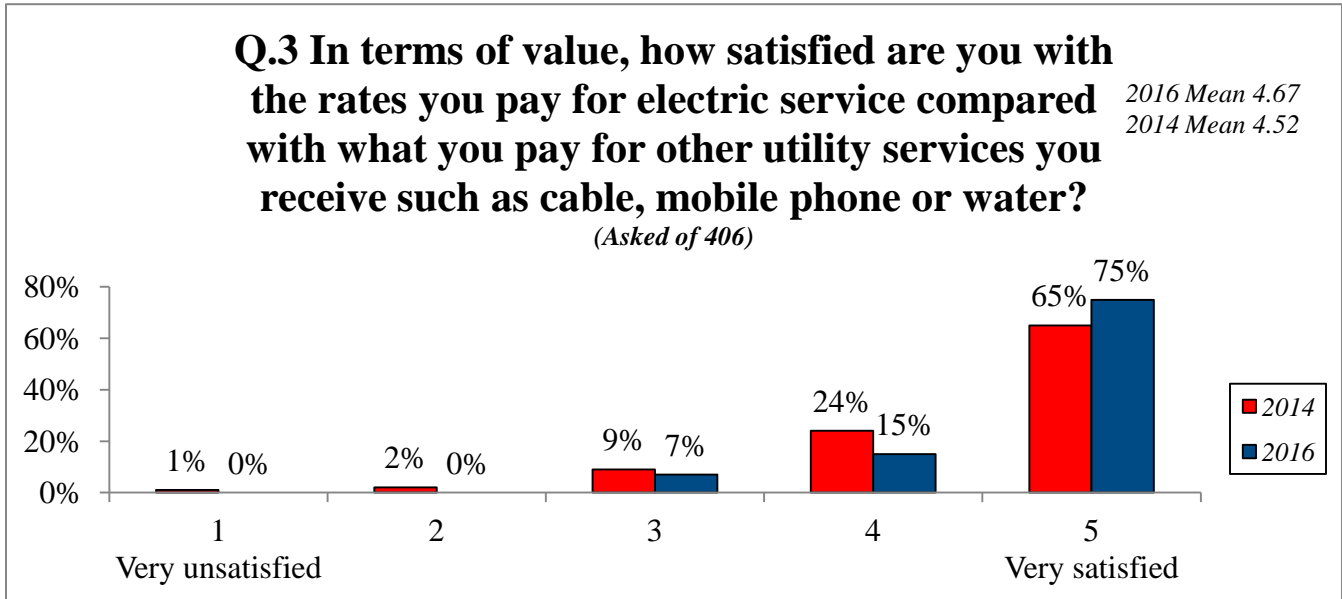
**Q.2 Can you please tell me for what reasons you rated your satisfaction as a 5?**

*This question was asked of respondents who rated their overall satisfaction a 5 (n=298). Responses to this question were captured verbatim and coded for ease of interpretation. The complete responses can be found at the end of this report and are recommended reading.*



Two in five (37%) respondents cited Little/No outages/Fixed quickly as a reason for rating the PUD a 5.

**Q.3 In terms of value, how satisfied are you with the rates you pay for electric service compared with what you pay for other utility services you receive such as cable, mobile phone or water?**



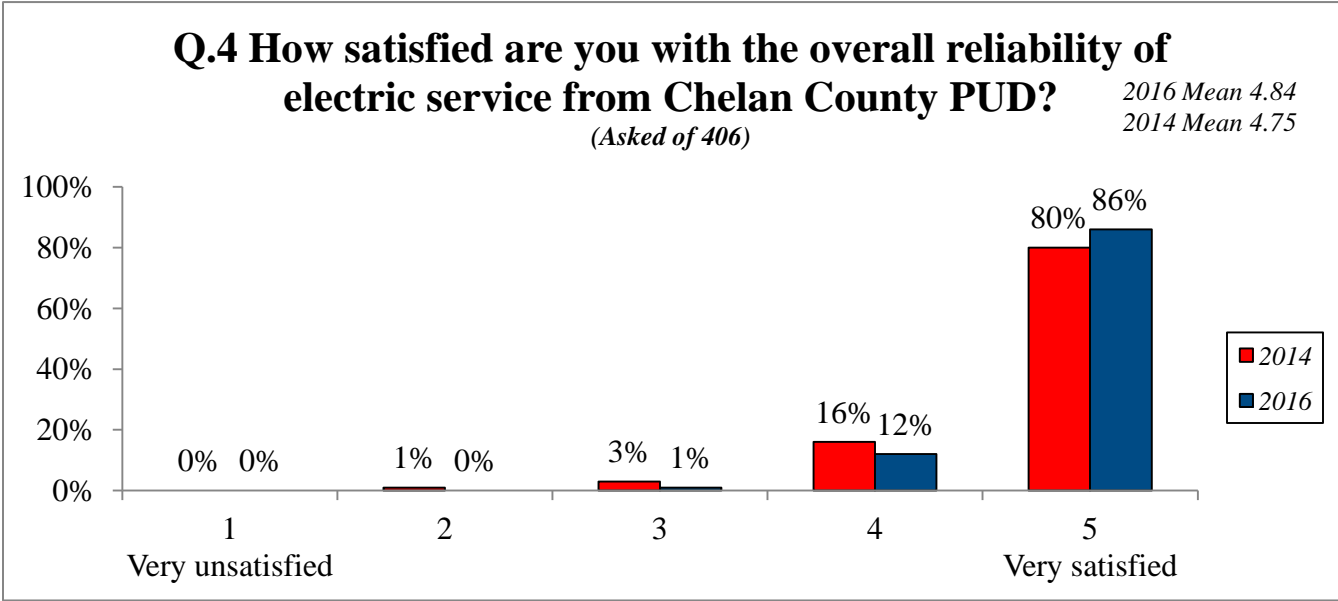
Three in four (75%) respondents rated their satisfaction, with their rates, at the top of the scale.

Respondents 65 years of age or older were significantly more likely than average to give a higher rating.

Customers with a post graduate education were more likely than average to give a higher rating.

Hispanic respondents were more likely than average to give a lower rating.

**Q.4 How satisfied are you with the overall reliability of electric service from Chelan County PUD?**



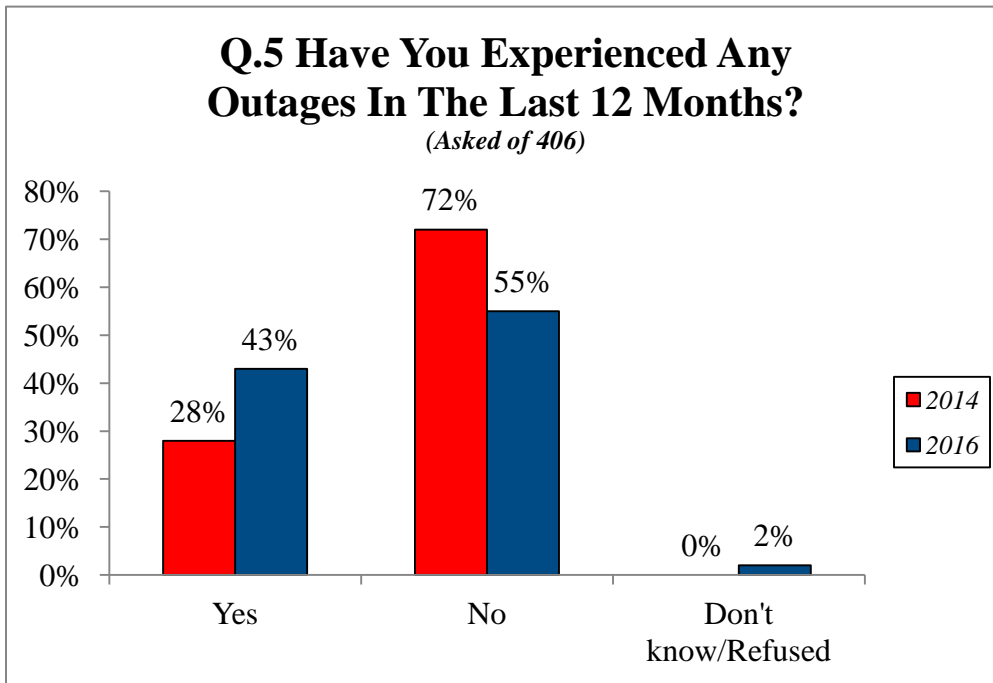
Nearly nine in ten (86%) respondents rated their satisfaction at the top of the scale.

Part-time residents were more likely than average to give a lower rating.

Customers in Wenatchee were more likely than average to give a higher rating.

Residents of Leavenworth were more likely than average to give a lower rating.

**Q.5 Have you experienced any outages in the last 12 months?**



Two in five (43%) respondents reported experiencing an outage within the past 12 months. This is a considerable increase over 2014, but expected because of the extreme fire season.

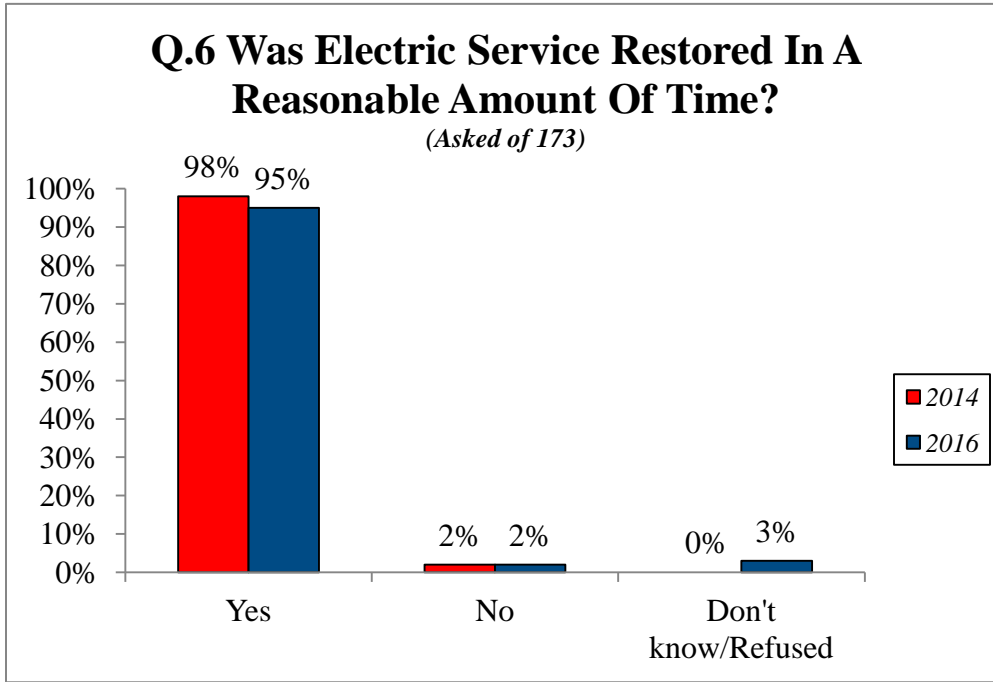
Renters and customers between 18 and 24 years old were more likely than average to respond in the negative.

Hispanic respondents were significantly less likely than average to have reported experiencing an outage.

Customers in Chelan and Leavenworth were significantly more likely than average to have responded in the affirmative. These areas were hardest hit by the wildfires.

**Q.6 Was electric service restored in a reasonable amount of time?**

*This question was asked of respondents who reported experiencing an outage in the previous 12 months (n=173).*



More than nine in ten (95%) customers reported that their service was restored in a reasonable amount of time.

Renters were more likely than average to respond in the affirmative.

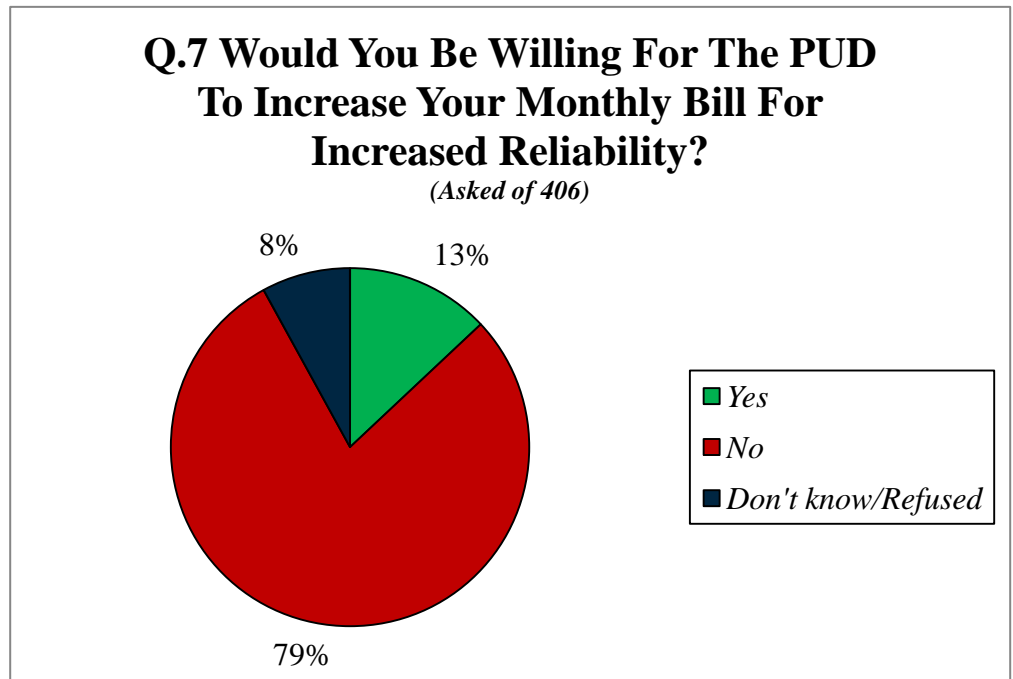
Customers in Cashmere, Manson, Malaga, and Entiat were significantly more likely than average to respond in the affirmative.

**Q.7 Would you be willing for the PUD to increase your monthly bill for increased reliability?**

*This question was not asked in 2014.*

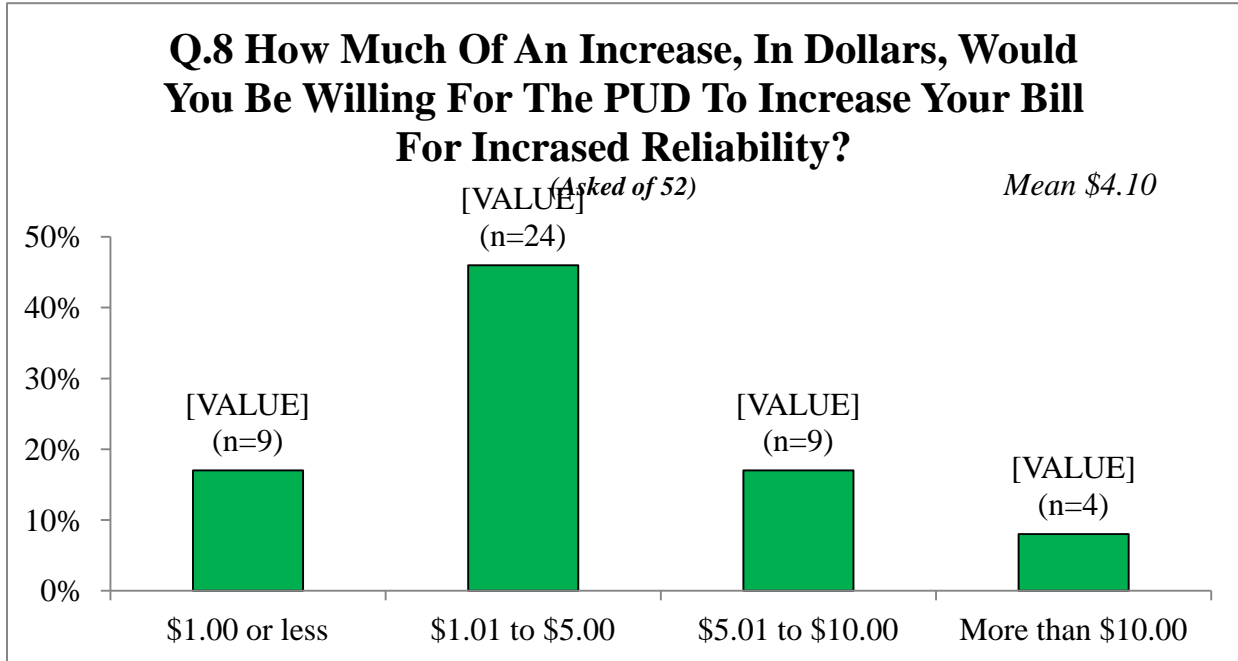
Four in five (79%) respondents responded in the negative.

Lack of support was consistent across the tested subsets.



**Q.8 How much of an increase, in dollars, would you be willing for the PUD to increase your bill for increased reliability?**

*This question was asked of respondents that reported they would accept an increase in their monthly bill in exchange for an increase in reliability. This question was not asked in 2014.*



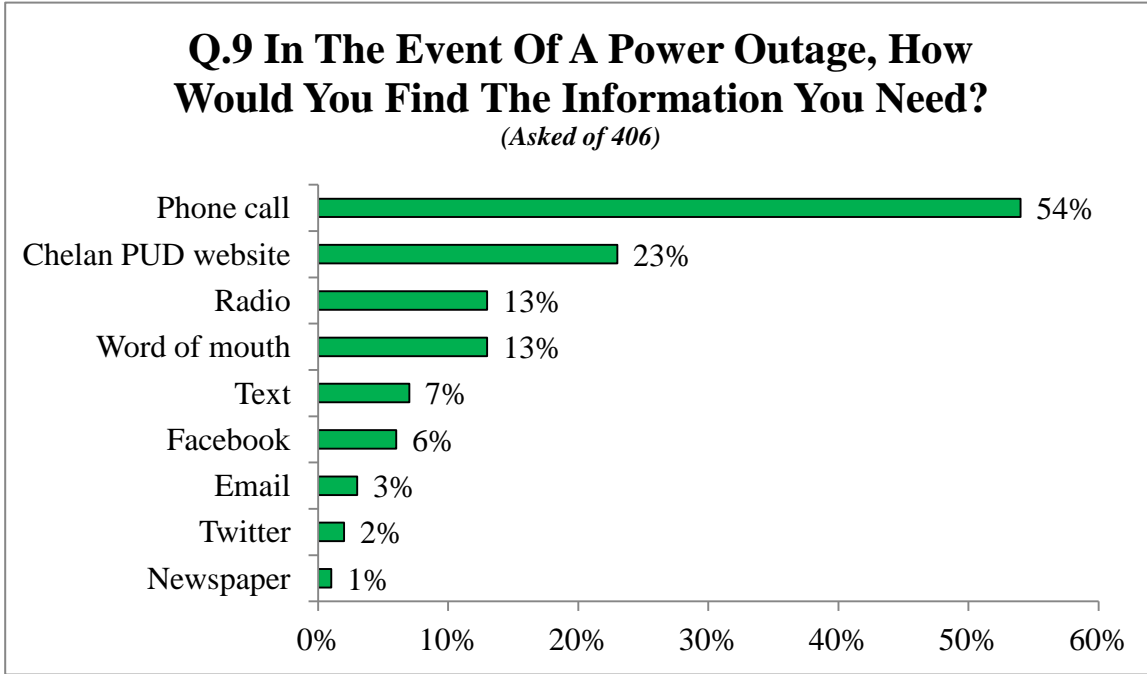
Of those respondents willing to accept an increase, the average amount cited was \$4.10.

Renters were more likely than average to cite a lesser amount.

Customers in Wenatchee were more likely than average to cite a lesser amount.

**Q.9 In the event of a power outage, how would you find the information you need?**

*This question was not asked in 2014. Multiple responses were allowed.*



Slightly more than half (54%) of respondents reported they would call the PUD.

The likelihood of using the PUD’s website increased with education.

Customers in Leavenworth and part-time residents were more likely than average to report they would use the website.

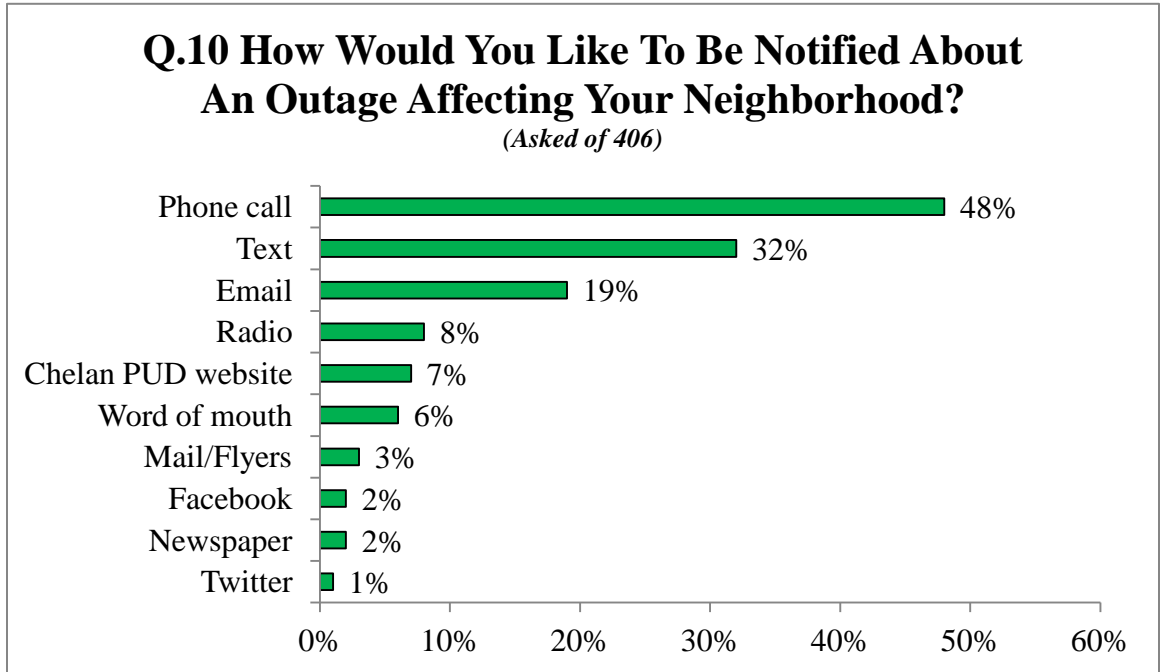


**Q.10 How would you like to be notified about an outage affecting your neighborhood?**

*This question was not asked in 2014. Multiple responses were allowed.*

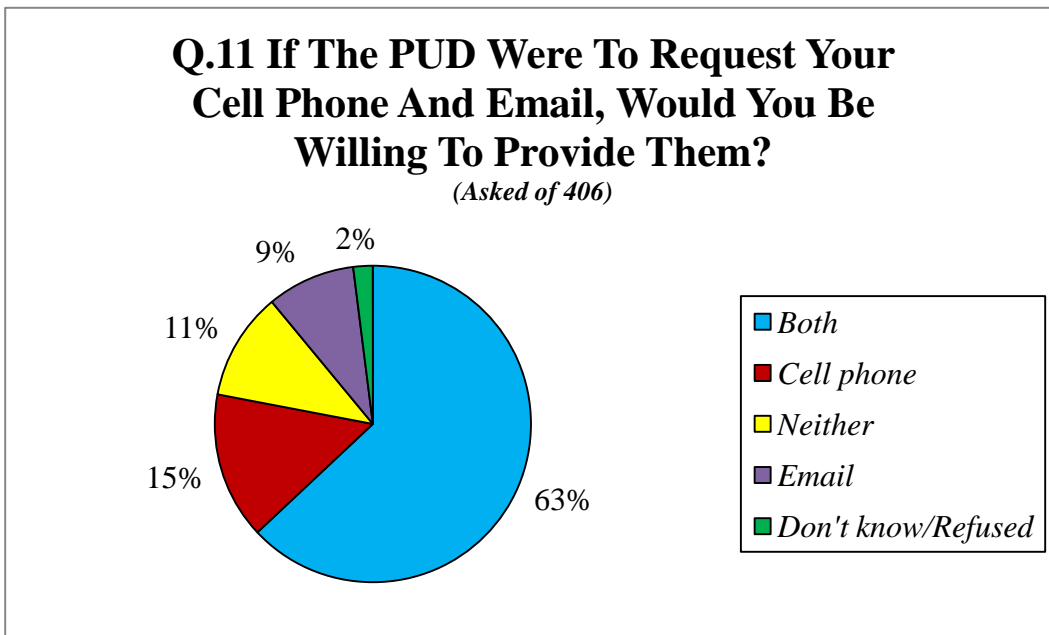
Nearly half (48%) of respondents preferred to be notified by a phone call.

Part-time residents were more likely than average to prefer a text.



**Q.11 Not in this survey, but at another time, if the PUD were to request your cell phone and email so that they could add it to your customer information, would you be willing to provide...**

*This question was not asked in 2014.*



Three in five (63%) respondents reported they would be willing to provide both.

Hispanic customers were more likely than average to be willing to provide only their cell phone number.

Part-time residents were more likely to report willingness to provide both.

Customers in Leavenworth and Malaga were more likely than average to be willing to provide both.

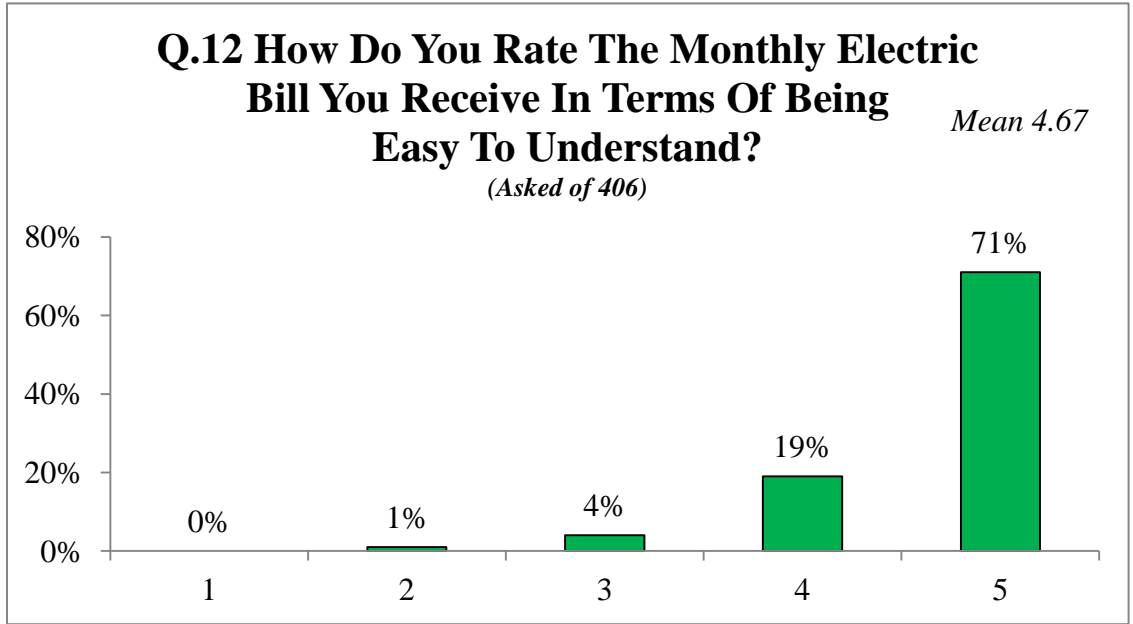
**Q.12 Using a 1 to 5 scale, where a 1 is “very unsatisfied” and 5 is “very satisfied,” how do you rate the monthly electric bill you receive in terms of being easy to understand?**

*This question was not asked in 2014.*

Seven in ten (71%) respondents rated it at the top of the scale.

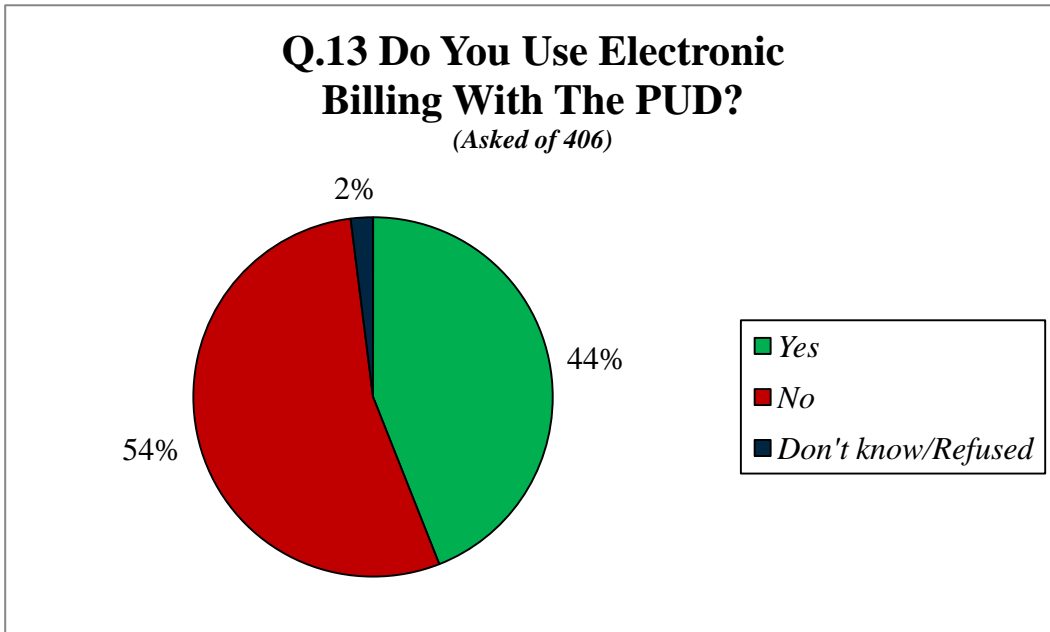
Respondents in the 18 to 25 and 65+ age groups were more likely than average to give a higher rating.

Hispanic respondents were more likely than average to give a lower rating.



**Q.13 Do you use electronic billing with the PUD?**

*This question was not asked in 2014.*



Two in five (44%) respondents reported using the PUD’s electronic billing.

Likelihood of responding in the affirmative was higher among younger respondents.

Hispanic customers were more likely than average to respond in the negative.

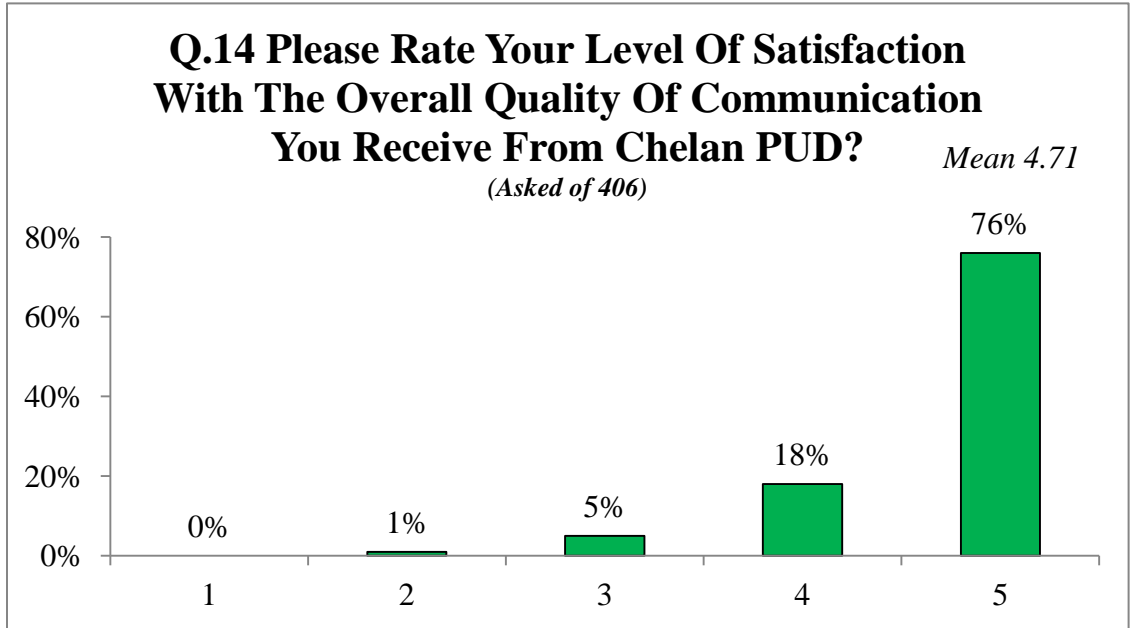
Customers in Leavenworth were significantly more likely than average to respond in the affirmative.

**Q.14 Using a 1 to 5 scale, where a 1 means “very unsatisfied” and 5 means “very satisfied,” please rate your level of satisfaction with the overall quality of communication you receive from Chelan PUD?**

*This question was not asked in 2014.*

Three in four (76%) respondents rated their satisfaction at the top of the scale.

Female respondents were more likely than average to give a higher rating.



**Q.15 Which of the following methods do you prefer for receiving information about Chelan PUD?**

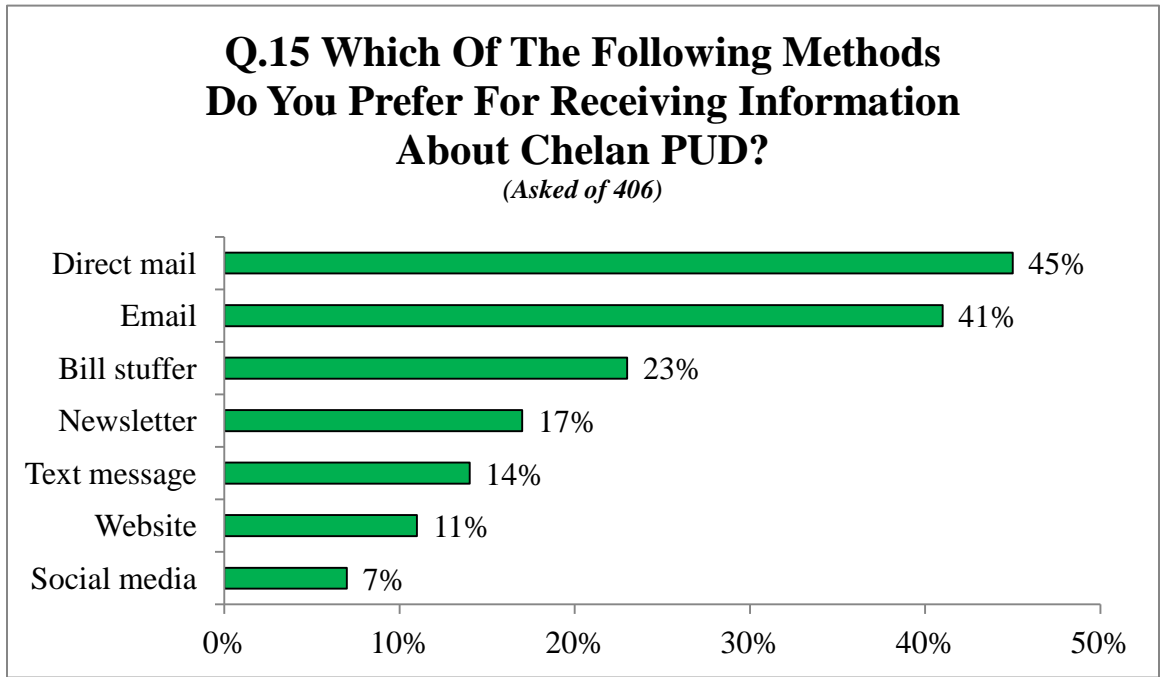
*This question was not asked in 2014. Multiple responses were allowed.*

Nearly half (45%) of respondents preferred direct mail.

Renters were less likely than average to mention email.

Part-time residents were more likely than average to prefer email.

Hispanic customers were more likely than average to report not wanting information.



**Q.16 Are there any other ways you would prefer to receive information?**

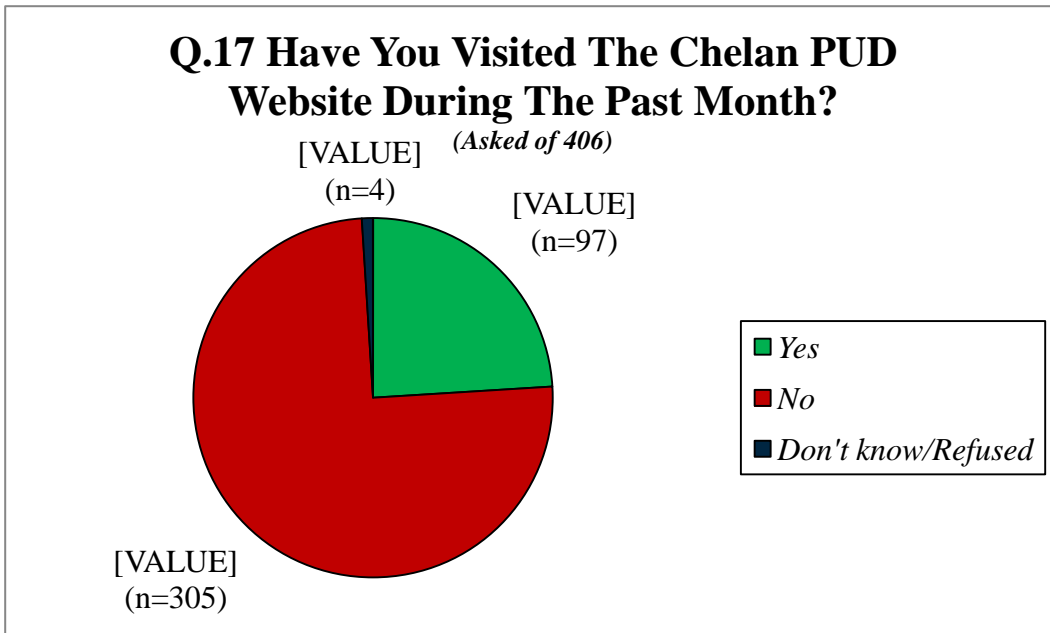
Ninety-four percent of respondents reported no/don't know.

Responses:

- Newspaper 2%
- TV 1%
- Phone call 1%
- Radio 1%

**Q.17 Have you visited the Chelan PUD website during the past month?**

*This question was not asked in 2014.*



One in four (24%) customers reported visiting the website in the previous month.

Younger respondents were more likely than average to have responded in the affirmative.

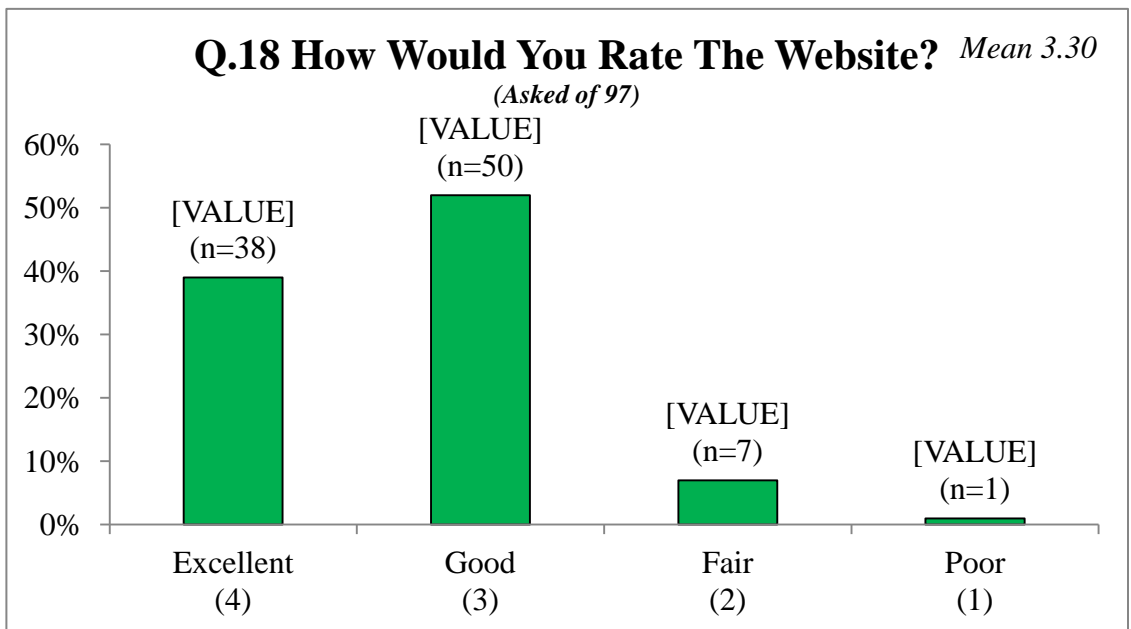
Hispanic customers were more likely than average to respond in the negative.

**Q.18 How would you rate the website?**

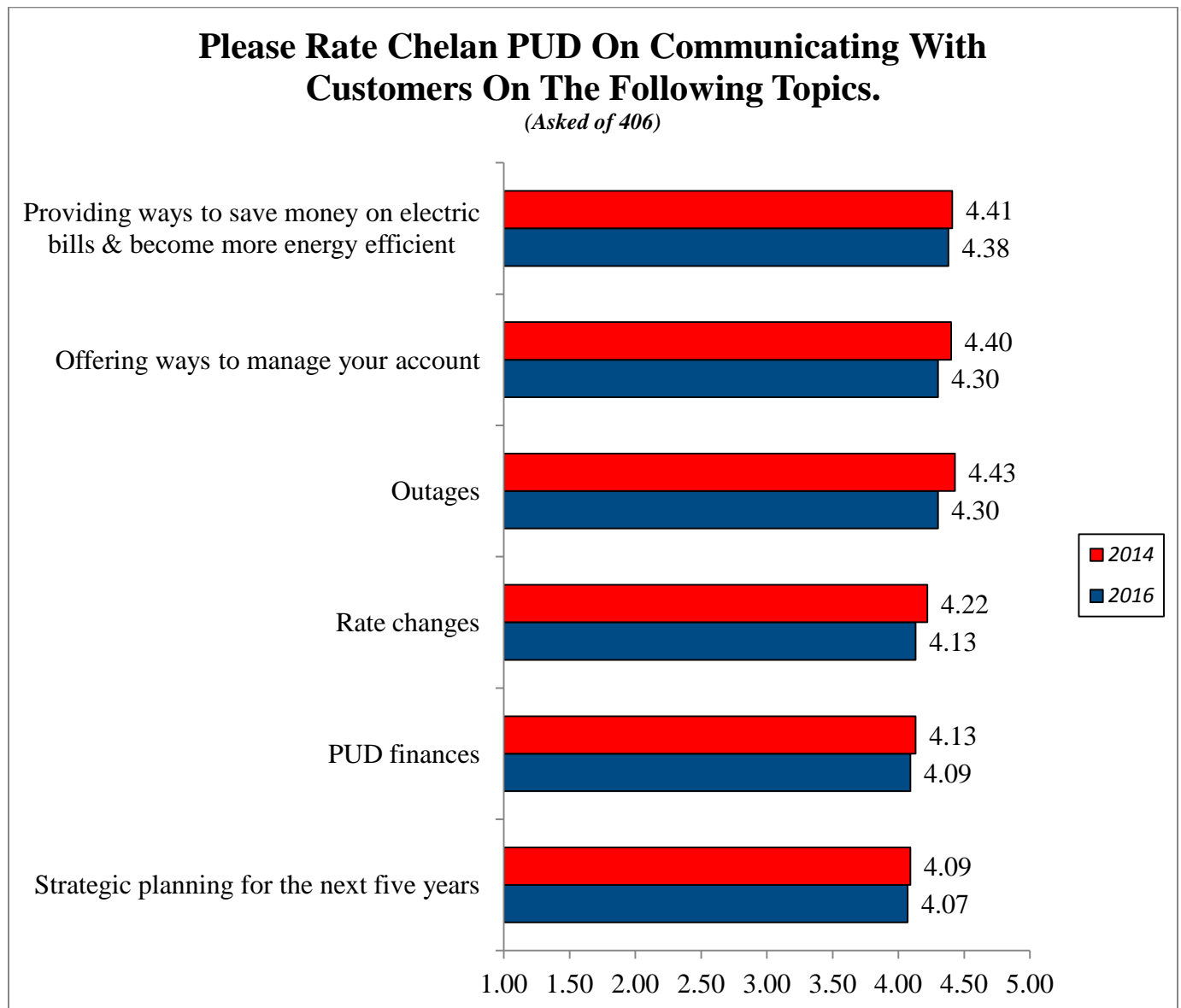
*This question was asked of respondents who reported visiting the website in the previous month (n=97). This question was not asked in 2014.*

Nine in ten (91%) respondents who had visited the website in the previous month rated it as excellent or good.

Responses spanned the tested subsets evenly.



Please rate Chelan County PUD on communicating with customers on the following topics, using a 1 to 5 scale where 1 is “poor” and 5 is “excellent.”



In general, renters, Hispanics, and younger respondents were more likely than average to give higher ratings.

Residents of Leavenworth were significantly more likely than average to give a lower rating to outages. Whereas, respondents in Entiat were more likely than average to give a higher rating.

**Q.19 Outages**

**Q.20 Rate changes**

**Q.21 PUD finances**

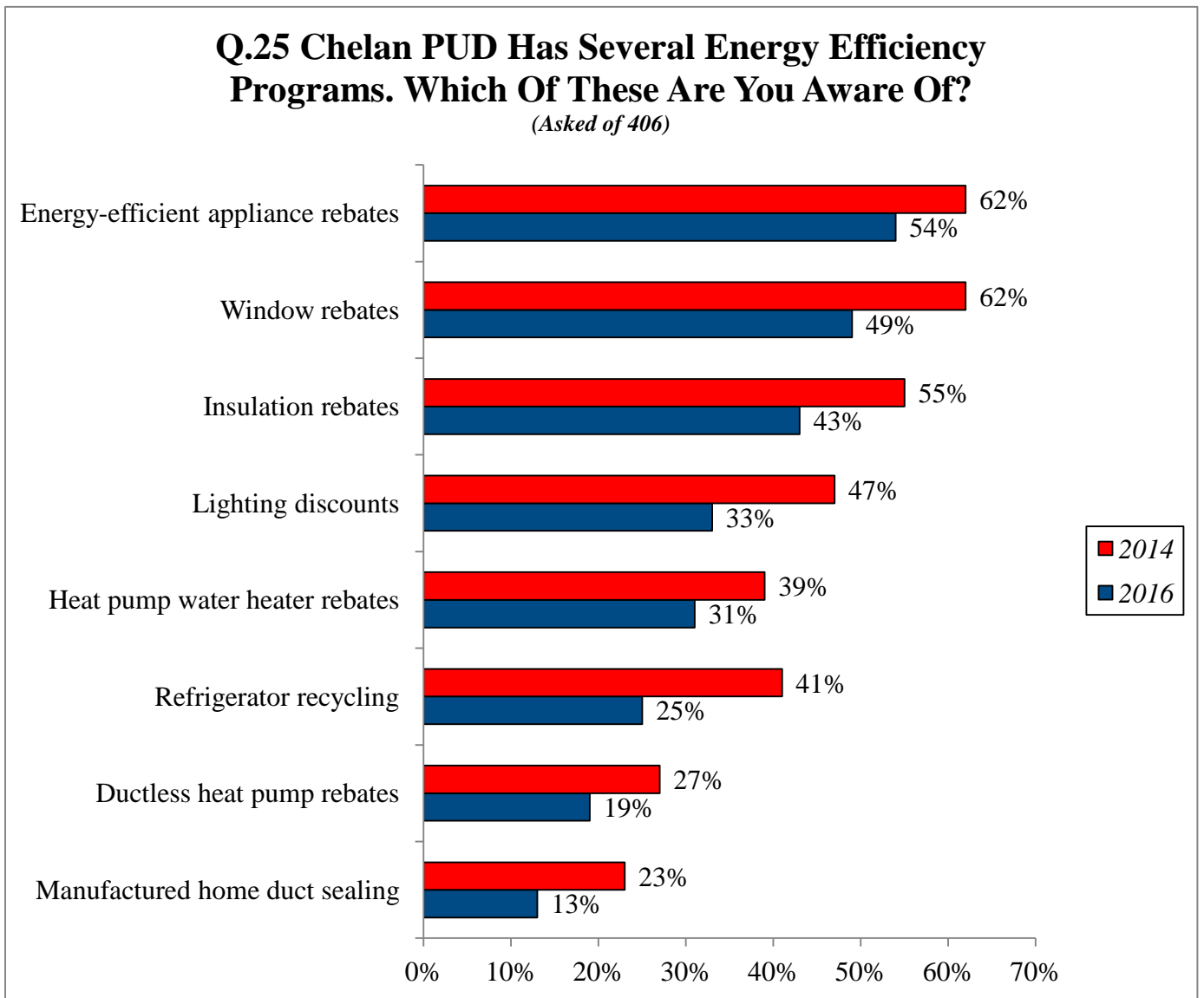
**Q.22 Strategic planning for the next five years**

**Q.23 Offering ways to manage your account**

**Q.24 Providing ways to save money on electric bills & become more energy efficient**

**Q.25 Chelan PUD has several energy efficiency programs. Which of these programs, if any, are you aware of?**

*The list was read to respondents. Multiple responses were allowed.*

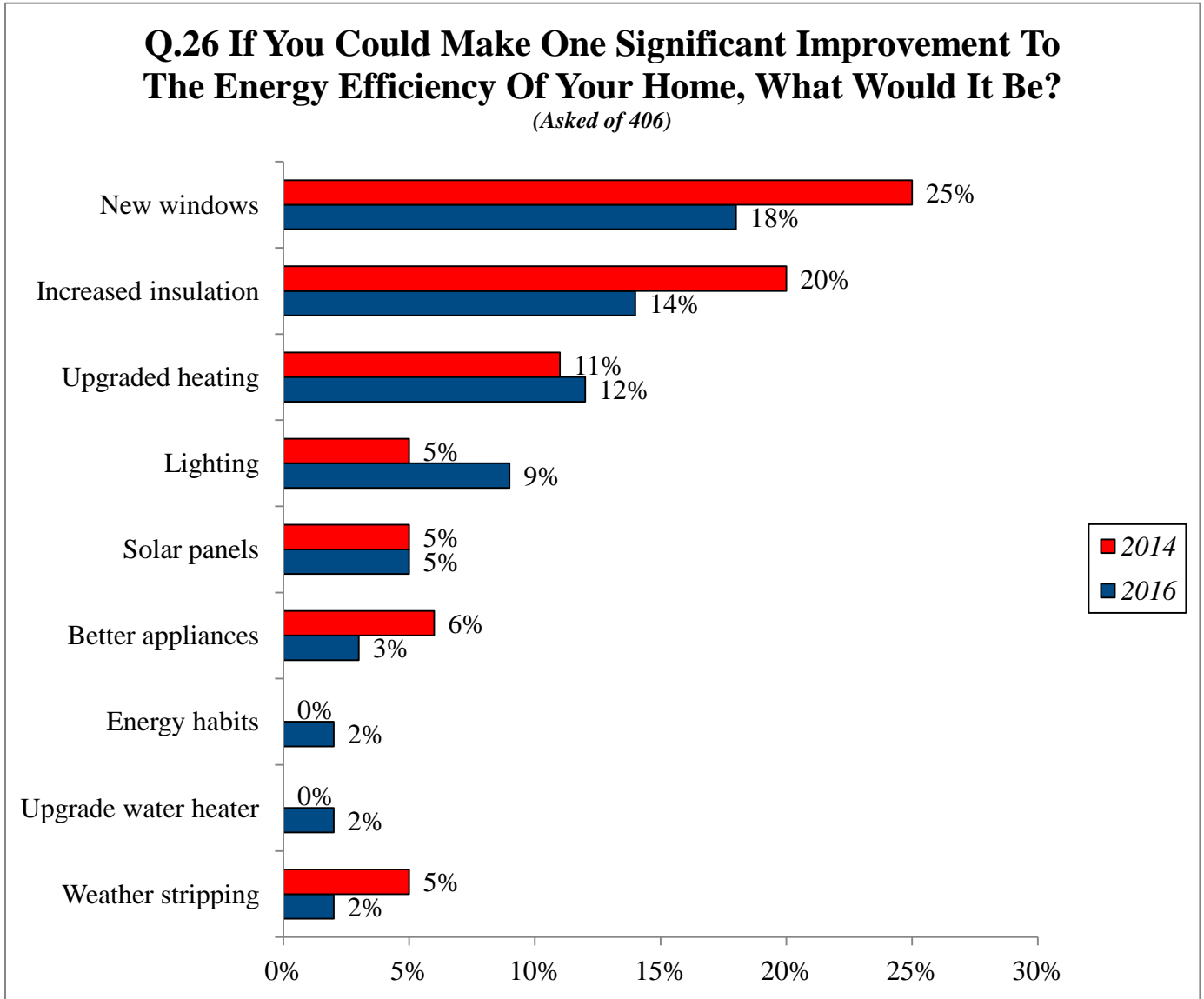


Three in ten (30%) respondents reported not being aware of any programs.

Hispanic customers were significantly more likely than average to report not being familiar with any programs.

**Q.26 If you could make one significant improvement to the energy efficiency of your home, what would it be?**

*Respondents were not read a list of responses from which to choose. Only one response was allowed.*



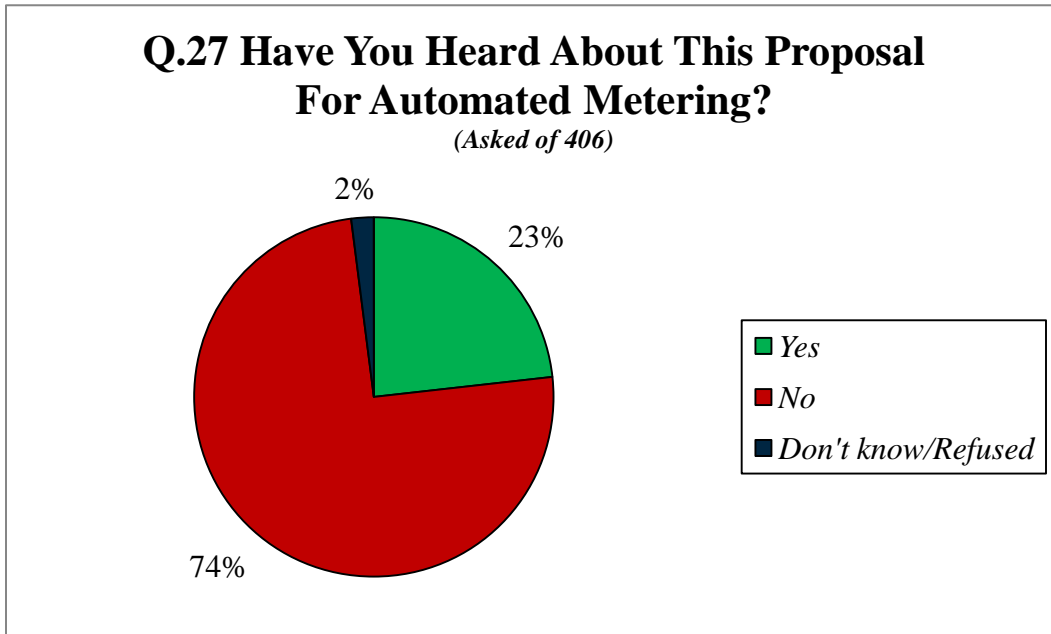
One in six (18%) respondents mentioned new windows as the significant improvement they would make to their home.

Renters were more likely than average to mention lighting.



**Q.27 The utility is considering new electric meters that would increase efficiency and provide customers with better information about their energy use. Have you heard about this proposal for automated metering?**

*This question was not asked in 2014.*



One in four (23%) respondents reported awareness of the proposal.

The younger a respondent was the more likely they were to respond in the negative.

Female respondents were less likely than males to respond in the affirmative.

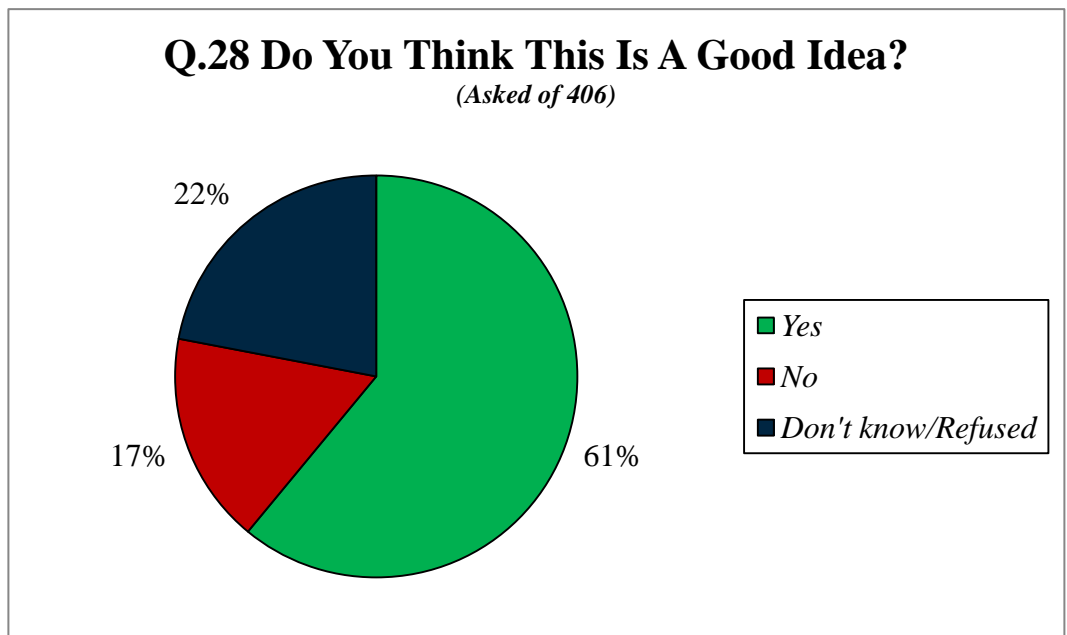
**Q.28 Do you think this is a good idea?**

*This question was not asked in 2014.*

Three in five (61%) customers responded in the affirmative.

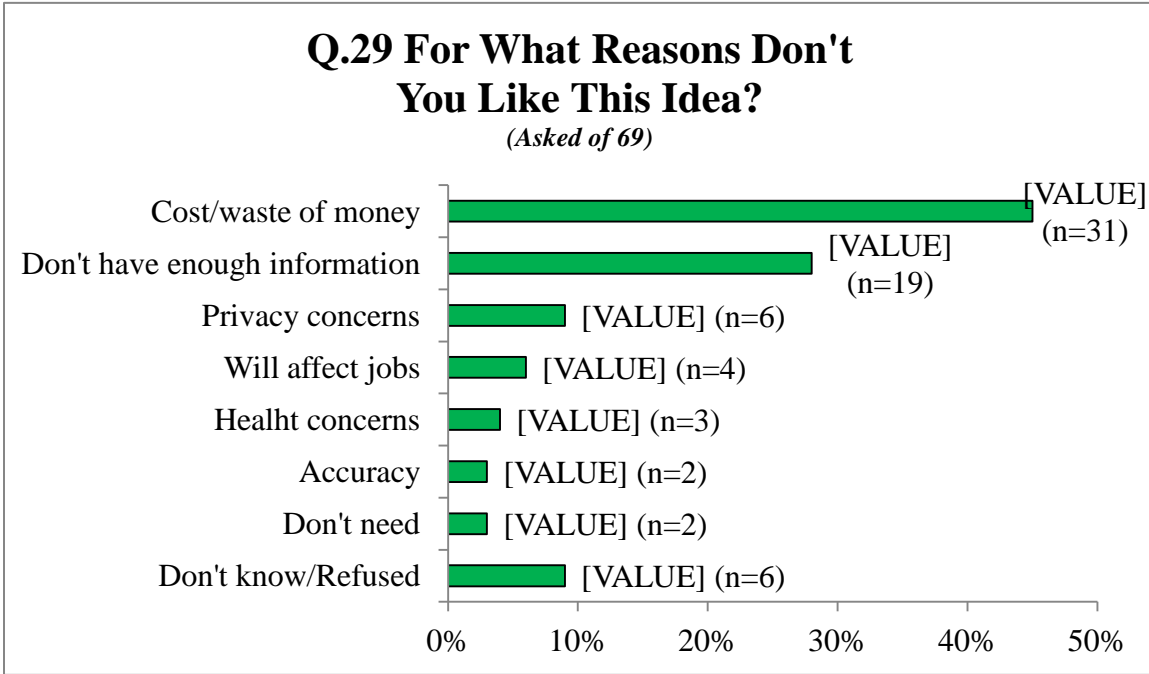
Renters were significantly more likely than average to respond in the affirmative.

Hispanic respondents were more likely than average to be in favor.



**Q.29 For what reasons don't you like this idea?**

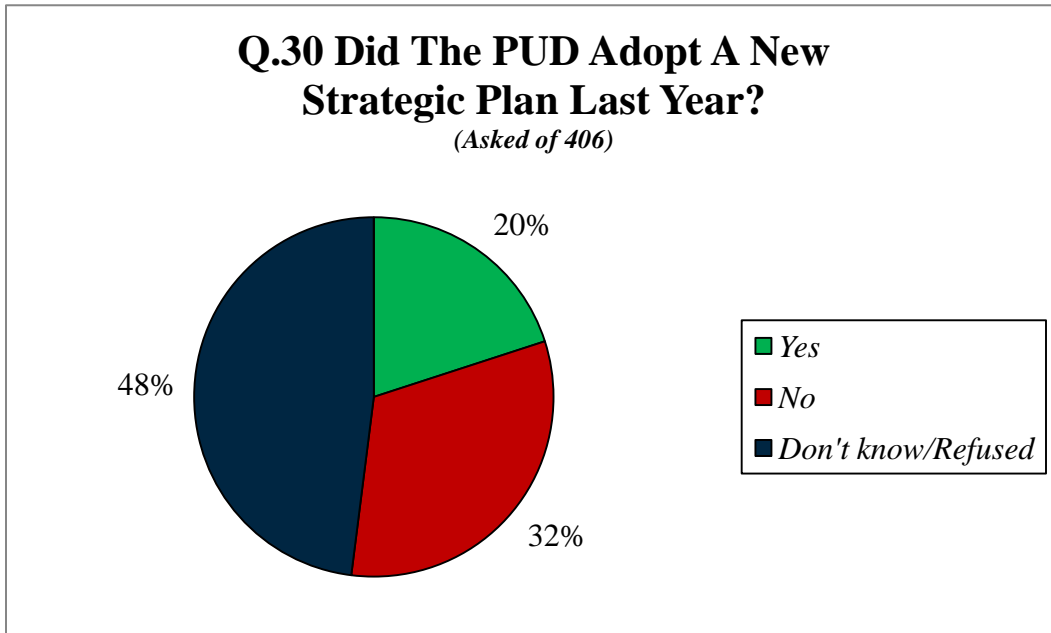
*This question was asked of respondent who opposed to electronic metering (n=69). A list of possible responses was not read to respondents. Multiple responses were allowed. This question was not asked in 2014.*



Nearly half (45%) of respondents who opposed electronic metering cited cost/waste of money as a reason.

**Q.30 To the best of your knowledge, did the PUD adopt a new strategic plan last year?**

*This question was not asked in 2014.*



Four in five (80%) respondents were either unsure or responded in the negative.

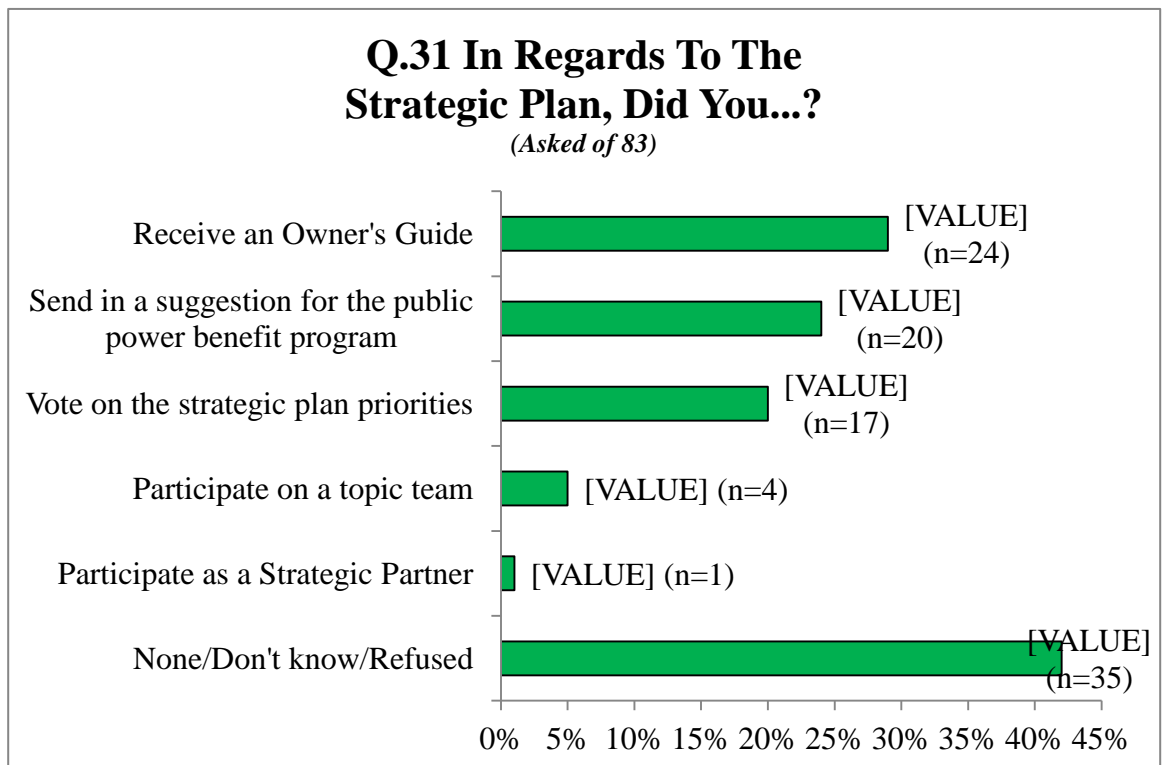
Hispanic respondents were more likely than average to be unsure.

**Q.31 In regards to the strategic plan, did you...**

*This question was asked of respondents who reported awareness of the strategic plan (n=83).*

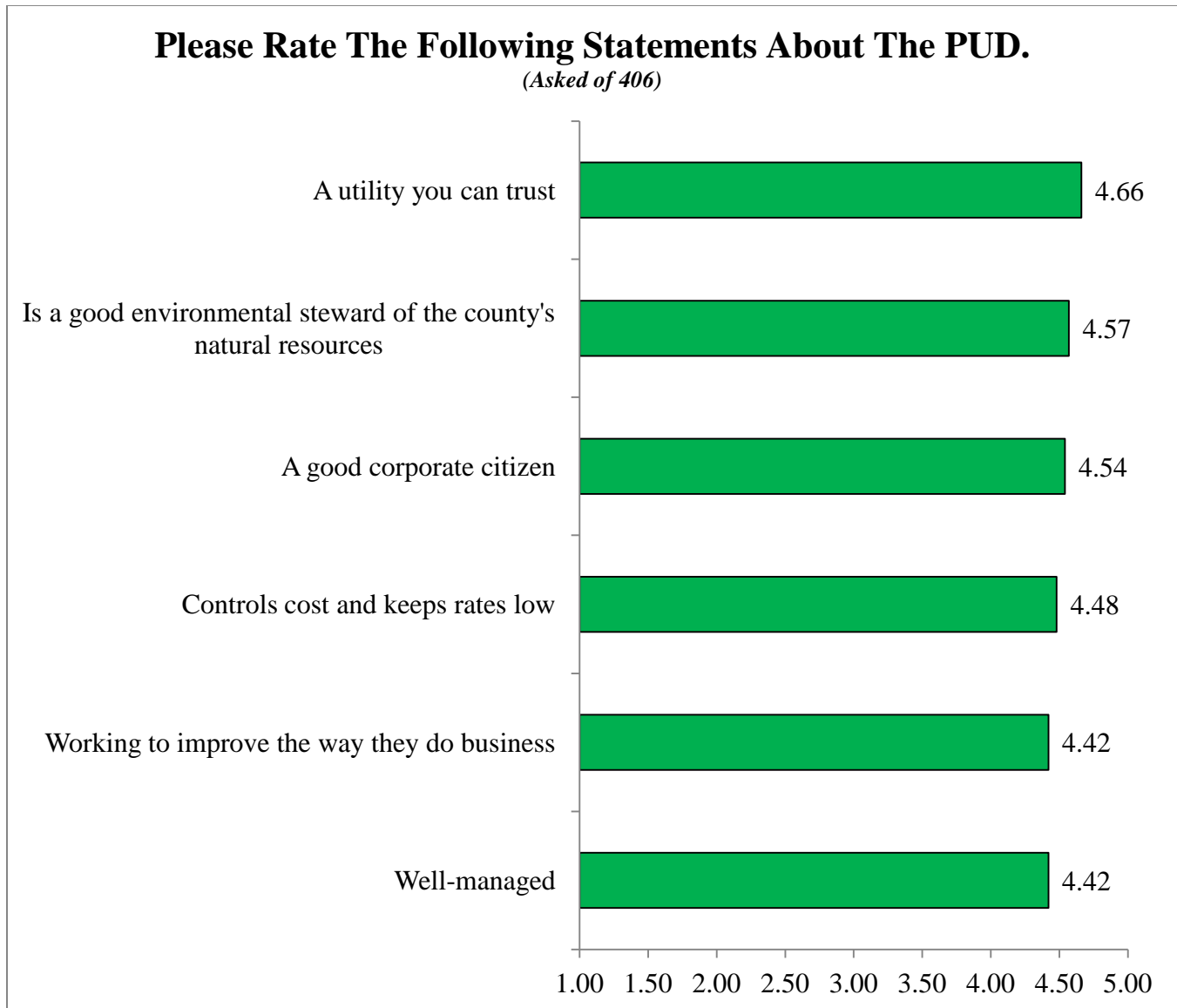
*Respondents were read a list of possible responses. Multiple responses were allowed. This question was not asked in 2014.*

Two in five (42%) respondents reported they did nothing or didn't know.



Please rate the following statements about the PUD using a 1 to 5 scale, where a 1 means “strongly disagree” and 5 means “strongly agree.”

*This series was not asked in 2014.*



In general, renters, Hispanics, and younger respondents were more likely than average to give higher ratings.

**Q.32 A good corporate citizen**

**Q.33 Well-managed**

**Q.34 A utility you can trust**

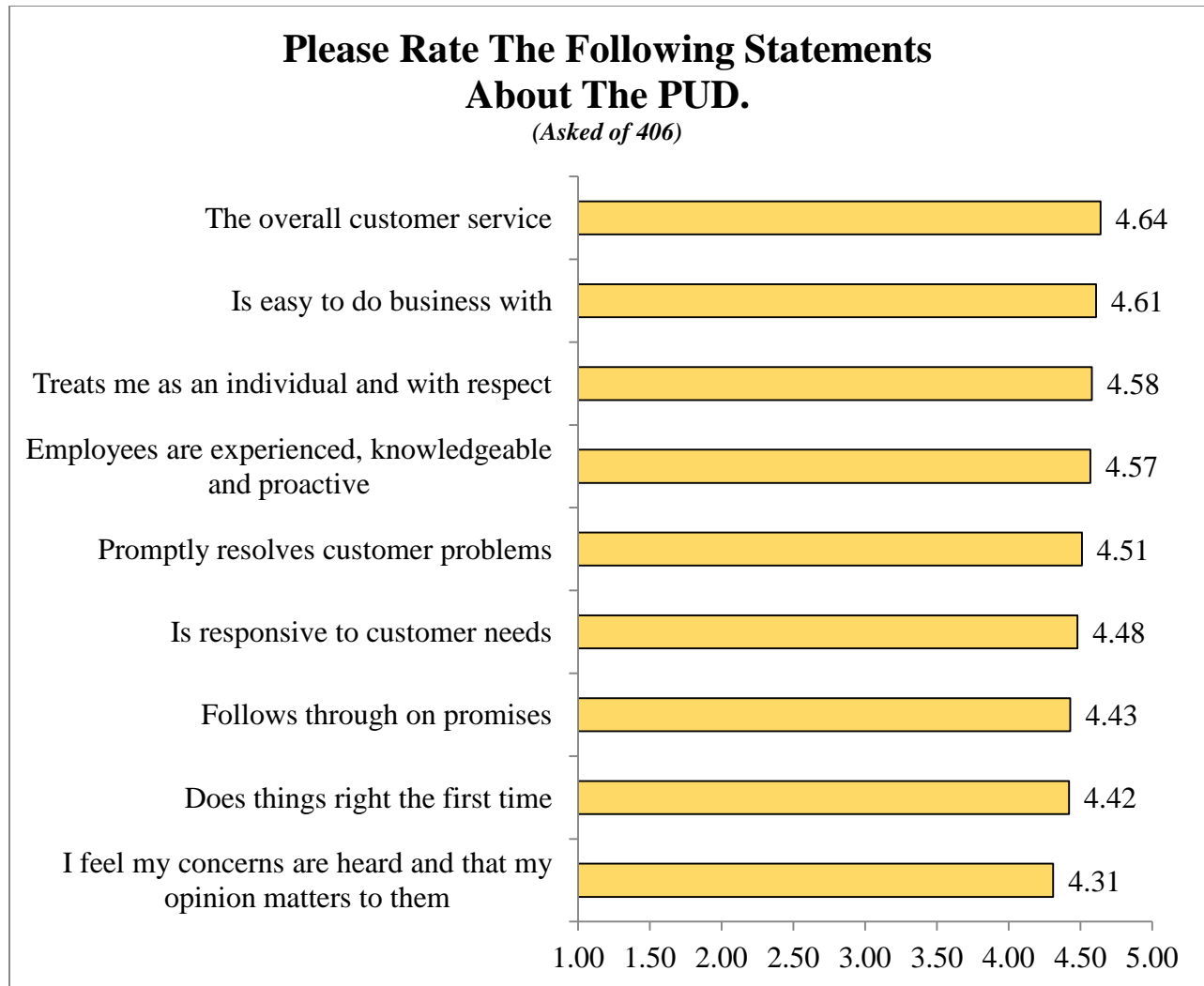
**Q.35 Working to improve the way they do business**

**Q.36 Controls cost and keeps rates low**

**Q.37 Is a good environmental steward of the county's natural resources**

For the following statements about the PUD, please use a 1 to 5 scale, where a 1 means “falls short of your expectations” and 5 means “exceeds your expectations.” The first one is...(READ LIST)

*This series was not asked in 2014.*



In general, renters, Hispanics, and younger respondents were more likely than average to give higher ratings.

Customers in Leavenworth were more likely than average to give lower ratings.

**Q.38 Treats me as an individual and with respect**

**Q.39 Is easy to do business with**

**Q.40 I feel my concerns are heard and that my opinion matters to them**

**Q.41 Promptly resolves customer problems**

**Q.42 Follows through on promises**

**Q.43 Is responsive to customer needs**

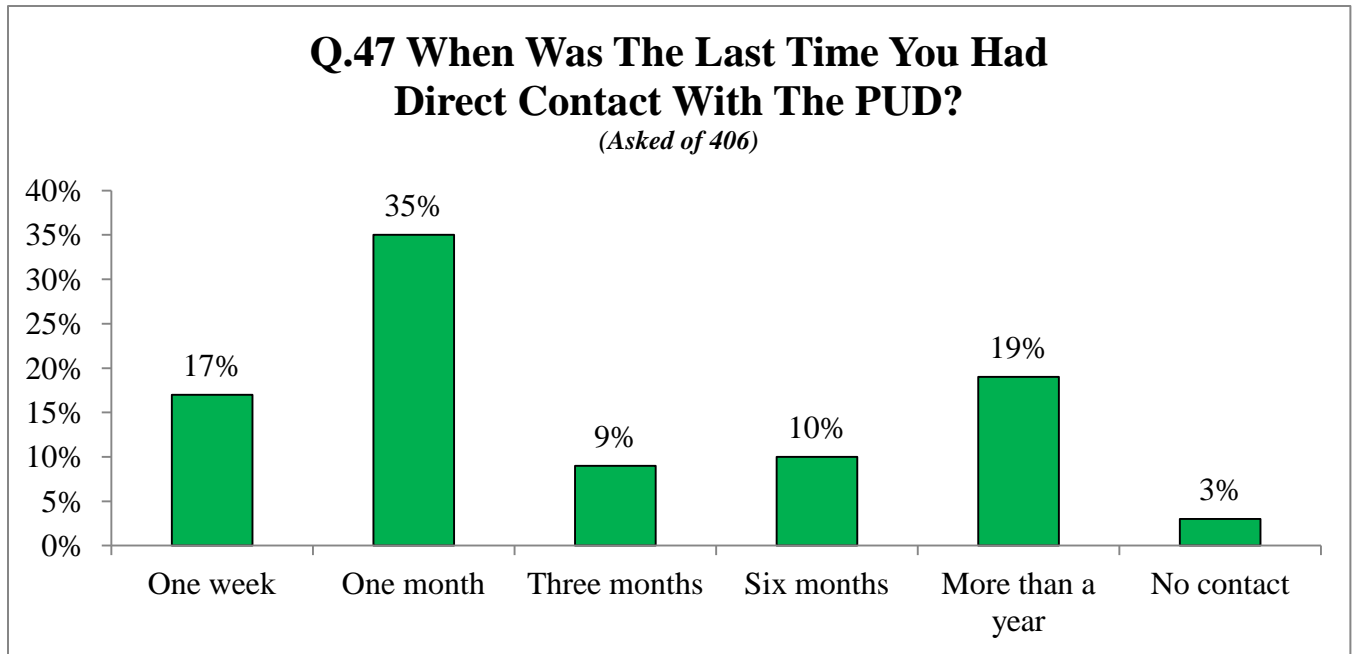
**Q.44 Does things right the first time**

**Q.45 Employees are experienced, knowledgeable and proactive (take action)**

**Q.46 The overall customer service**

**Q.47 When was the last time you had direct contact with the PUD, via mail, email, telephone, or in person?**

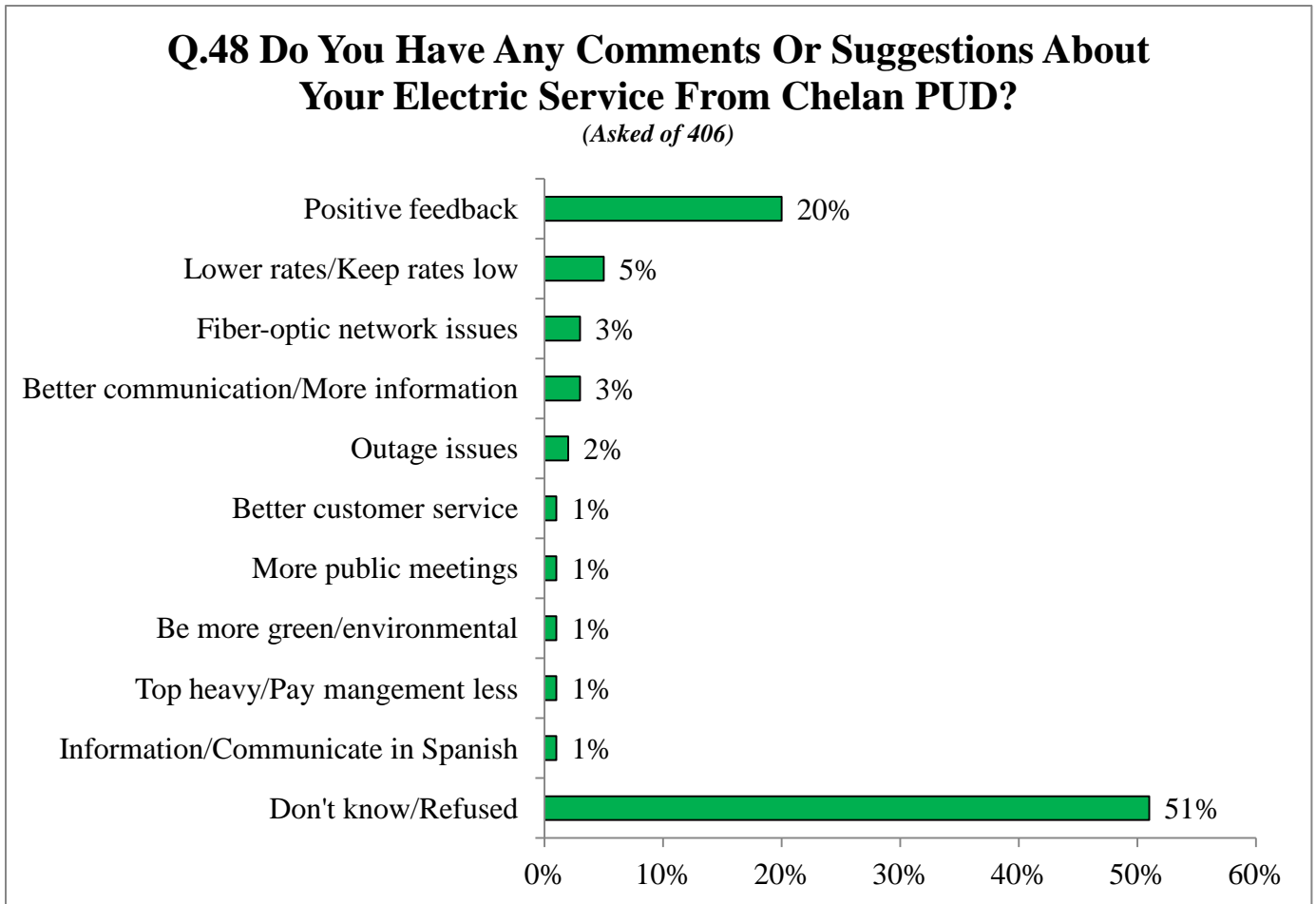
*This question was not asked in 2014.*



The typical respondent had contact with the PUD in the previous four months.

**Q.48 Do you have any comments or suggestions about your electric service from Chelan PUD?**

*Responses to this question were captured verbatim and coded for ease of interpretation. The complete responses can be found at the end of this report and are recommended reading.*



One in five (20%) respondents provided positive feedback as a last comment.

---

## DEMOGRAPHIC PROFILE

- The average respondent was 54.56 years old
- 81% of respondents reported owning their home
- The average respondent had received 15 years of education
- The average customer had lived in the area for 18.17 years
- 74% of respondents reported being full-time residents
- 55% of respondents were male
- Ethnicity:
  - Caucasian 76%
  - Hispanic 20%
  - Native 2%
  - Asian 1%
- Area:
  - Wenatchee 47%
  - Leavenworth 16%
  - Chelan 13%
  - Cashmere 8%
  - Manson 6%
  - Malaga 5%
  - Entiat 3%
  - Peshastin 2%



## VERBATIM RESPONSES

### **Q.2 Can you please tell me for what reasons you rated your satisfaction as a 1-3?**

Because I have no access to the internet. They still don't have the fiber-optic network out to my neighborhood.

We have never had any problems with them. They have been doing a good job. They're the cheapest in the nation. When my mom lived there, they had this low interest deal where they provided her with new windows and sliding doors, that sort of thing, updating everything.

I think they do a great service with the dams. I will say, I think that they could reduce the rates for people here.

They are a good company, but they are an expensive service. I think it could be cheaper. Other than that, I think they are a good company. They are reliable and good as a company.

I have had no issues or billing problems. The only negative thing I have is that Chelan PUD does not accept my American Express card for payment.

The PUD spends way too much money on the upkeep of the area parks and outdoor facilities. The money that they waste on those things could be put to better use. Like taking care of our elderly folks' bills in the winter.

The rates are better than at my main home in Seattle, but I know that that is due to the hydro power from the dams in this area. My concern is the lake level being so low over the last few years. I think the hydro needs might be getting too much consideration, over considerations for recreation, tourism, and agricultural needs in the area.

I don't particularly care for the way they use their money. They are spending too much money on bonuses for upper management.

I live in west Wenatchee and for some reason my bill is really expensive. I try to save energy by turning off lights, not using heaters as much, but whatever I do doesn't seem to be working. I would just like to know why my bill is so high every month compared to some of the people who live in other parts of Wenatchee.

I am an independent contractor and deal with the PUD every day. The waste and bureaucratic issues you have to navigate are time adsorbing and cause me a lot of frustration. It's that they waste my professional time. As a provider of power, they do great, but if you have to deal with any of the people who work there, higher than the people in the field and at the front desk, the communication gets bogged down.

I feel that some of the power interruptions are bad. They should be handled in a timelier manner.

My electric bill keeps going up.

The PUD put economic development behind paying low rates. Rather than offering businesses better deals, which would boost economic growth, the suits have decided it's more important to give lower rates to customers.

I think that the rates could be lower. I would like to see the fiber optics further along. I really like the fact that they are local. I am happy with them and have never had any problems with them.

It's just the power company, they provide power we pay the bill.

I have no complaints. I have power when we need it. When it does go down they fix it quickly.

I think that they do a fairly good job. I feel that they are less responsive to the needs and wishes of the individual owners than the needs and wants of the businesses. For example, the fiber-optic service went first to Wenatchee rather than going to the rural areas where a lot of the customers could use the service. I feel that more attention is placed on the profits than on the wants and the needs of the individual owners. I remember when the first Charter was set up that everyone was going to be able to hook up to the fiber-optic service regardless of where they lived.

They are probably selling electricity to other areas which is causing our rates to go up.

We have had a tough time getting an audit done to make sure we're being charged the right amount for electricity.

I recently upgraded my fiber service and now I have an alarm going off. It is connected to the phone line. The phone landline has been disconnected and now I have to pay additional money to have someone come out and fix it.

**Q.2 Can you please tell me for what reasons you rated your satisfaction as a 4?**

Approximately ten years ago a semi-truck hit the power pole outside of my house and instead of repairing the pole they taped the cable to it and left. Now the pole is leaning and the lines to the house are getting closer and closer to the ground.

I'd love it if we had more sources of power. Douglas County PUD is better with that.

When we were building our house, they wouldn't give us credit for the improvements that we made to the design. It's an earth sheltered home.

I know that everything in life is expensive, but I feel that Chelan PUD gives full value for the dollar. They have spent money to develop park areas, with strong environmental focus, along Lake Chelan and the river.

The service has been fine. We have had a little bit of trouble with receiving our bills in a timely manner, though.

I think they are taking very good care of the community's largest asset, the electricity. I feel that they are very community minded and proactive in taking care of the Riverfront Park.

I am very satisfied with them. I get both my electricity and water from them. I have never had any problems with them. Little to no outages, except during a storm and that is totally beyond their control, but they were always able to get the lights back on promptly.

I don't have enough information. As far as I know, they are good.

The power rates are pretty reasonable.

They seem to a great job communicating. The rates are reasonable. I wish they would bring fiber closer to my home.

The PUD has been pretty good at repairing outages. They have not put in fiber-optic cable in my area, even though it was promised a long time ago.

Fiber-service gets confusing at times. I just don't understand what's going on with it all.

They provide dependable service and when issues like outages happen they are taken care of fast. I know of neighbors who have had generators, power poles, and downed wires. The repairs were done the same day and the repair teams did not leave until they were fixed. The repairmen often do the repair and check everything before leaving. They do not just fix the downed wire, they make sure there are no other weak spots in the line before finishing the job. This results in the PUD customers having full trust in the repairs and maintenance conducted.

I don't know much about it, we're just part-time residents. Not really positive or negative.

Because of the power being shut off. They shut off my water and five families were without water all day. People in the office are really nice. I'm on disability, the bill is always high, and they send us a cutoff notice. Can there be installments for large bills?

They promised fiber-optic services, then backed out when it became too costly. But we still have no such services, even though it has been plenty of time to research options and give customers choices.

They need to come out and look at our street light because it is old and does not light up very well. That would be the only thing that I could think of.

Well the one thing I don't like is the way prices increase during the winter. We usually don't use much electricity but during this time my bill double. I think it might be because of the wiring but im not sure. Maybe the wiring in my home are too old.

I think that what they do is excellent. They do a lot of good things, just maybe a few more rebates for appliances in the home.

They're not perfect. That's all.

I think we have good power rates. The PUD is a good employer and they always give back to the community. They are always involved in big events and they have a lot to do with the parks.

They do a good, basic job. In front of my house, the ditch fills with snow and water during the winter and then it floods my house. They've never done anything to fix it.

Things can always get better. No complaints or anything, but no one is perfect.

We've been customers for twenty years and everything seems to go really well. I would accept a monthly bill increase up to ten dollars if it increased reliability.

A number of years ago they put in fiber optic in my area. The PUD spent all kinds of money on a contractor that tore up our roads, was paid big money to repave the roads, ran the tubes that the fiber-optic cables were to be put in, but never ran the cables through the tubes. Needless to say, it was a complete waste of the PUD's money. They did not hook it up.

We have the cheapest electricity in the country.

I have had few issues and none of them are ones I would consider trouble with the PUD. They have all been simple maintenance issues, like line repairs and outages that result in flashing clocks or I would not know it happened. No issues with bills or charges. I never rate high on surveys as there is always room for improvement. I have nothing to complain about at this time.

It's just a vacation house. I don't really have much to go on.

I think they do a pretty good job, as far as the power goes. I think that the outreach from the sewer and water development department needs work. From what I have heard in talking to people involved and being affected, they feel that they have been forced to hook up to the water when they have perfectly good wells and to the sewer system, when there has been nothing wrong with their septic systems. We have some of the best rates in the nation for power. I really like the fact that they closely monitor my water. I had a leak in an outside faucet and they notified me that I had running water and we were able to take care of the problem.

I don't like the fact that when the bill comes out there are no dates of when the last payment was received. I think their management is top heavy. They seem to have a lot of people in supervisory positions over one or two people. I tried their online billing and hated it. I would receive the notice that the bill was there and then there was a good chance that I would forget about it. I wish that they would send another notice, about two weeks later, reminding me about the bill.

I haven't experienced any issues or problems.

Nobody is perfect, but I have no complaints with them on a private, as well as a professional, level. I have worked in construction and dealt with Chelan PUD, they also are my home provider. There have been few outages and often you are aware of them only when you wake up or come home to flashing lights but restored power. In the business world they work with you, not against you, on projects by always being helpful and ready for each job. They consider themselves part of the project's success.

So far it's been good, I like the many payment options. However, getting my power line installed was a little slow.

Good reliability and good price.

Probably it would be the handling of their money, they spend too much. They seem to be getting into legal battles it'd be better to stay away from.

I feel that there is always room for improvement. They have the lowest rates. I really enjoy living in this part of the country. When I lived over on the coast, the PUD rates over there were much higher, and the service not as good. I feel that they do an especially good job, in the winter, of keeping the power on and in the event of an outage, they have always been able to get the power back on very promptly.

I do not ever give a top rating. I might consider it for Chelan PUD if they had cheaper rates. I was impressed with the way they kept us informed during the fires this summer. The PUD made sure that all the information on where outages were and timelines for repairs were available to the public through the media and direct calls from the PUD.

Stringing the electric lines is taking forever and it's a mess.

When I've been needy, they've been willing to help me. They have been all-around helpful and they're nice.

I think that they have invested a lot of money into some areas that don't benefit the public and that some of their employees are overpaid for what they do.

Overall, I have few issues. The rates are lower than other places I have lived that do not have a PUD. The only complaint I have is the need for more training for office and phone agents, on ways to instill confidence that they know the answer to your question or will get the answer for you. The fiber-optic issue is an example, I have received very different answers to what the plan is for fiber-optic services from Chelan PUD. If ever it was offered, or when it will be offered, are questions answered differently every time I inquire.

I think they are responsive to community needs. That's all I can say.

There have been the occasional outage at our lake cabin in the Chelan area. A blinking microwave clock when we have arrived at the cabin is the only reason we have been aware of any outages. The energy rates are well within our budget and do not increase too often. I would like to see more information on the bill comparing costs to prior months (not just last year).

They're pretty good and when the fires happened, they were good about providing information about everything that was going on.

This service is okay, I don't really have reasons of why I shouldn't give them a five. They are very polite when I go to their office to pay my bills. One thing I don't really like sometimes is how sometimes the rates get very high.

Nobody's perfect. They turn off your power even though you have no income coming in.

Pricing can always be better. That's the only downfall to it.

I just get electricity, I don't have a business or anything.

We have not had power with Chelan PUD long enough to rate them as high as a five. I have no complaints with the rates or services, but I do not have previous experiences to compare with. I feel that Chelan PUD is the best and hope to be with them long enough to give them that five in the future.

You call them and they're there. What else is there?

I'd like to have more information available about solar and wind opportunities and I want more rebates for remodeling. I'd also like to see fiber optic go further out in the community and not just be available for some.

I do not give anything a very satisfied rating, as I feel that there is always room for improvement. I have only been a customer of the PUD since October. We have had little to no problems with them.

They're usually very helpful with any problems we have. They ended up putting a sewer line in, that helped us very much.

They have one of the lowest rates in in the nation, no outages, and are taking steps to protect power lines from trees.

I would say that everything is pretty easy. The only problem that we had was when we requested a digital meter so that the meter reader did not have to come in the back yard, as we keep the gate padlocked because we have dogs. We were told that the rates would go up, due to the new meter, but we have not noticed any change. The last interaction we had with them was just this week when they came out and fixed the light in the backyard, and it went very well; everything has been fixed.

Generally we don't have any problems. However, we own a cabin and sometimes we have the power go out because the lights are always blinking. But we haven't really been in contact with the PUD enough.

I'm very happy with them. I just don't have any complaints.

I have little or no interaction with them. Everything so far has been very good. They supply my electricity with little to no interruptions.

The employees get paid too much. It costs us money.

I would give it a 4 because we haven't had any problems with it. I think the only thing we have trouble with is the rate changes in the winter, I'm sure it's because of the increase use, but it's still a huge increase. Other than that I pay my bills on the phone and they are always friendly.

No one is perfect, so I do not believe in giving a five. I live in the middle of three different hydro-electric dams that are no more than one hour away from me. I feel as though the electric rates that we pay are too high for the area in which we live.

Because there's always room for improvement. Just that, nothing in particular, but nothing is perfect.

The service is best of all energy services I have ever used. The only reason for not rating it a five is the unfulfilled offer of fiber-optic services with Chelan PUD.

I live in an apartment for one year and in the year I haven't had any problems with the service. I also lived in other homes before and also didn't have any problems with the service. They are polite and I like that there is a person there that can talk to me in Spanish.

I have no idea I guess I wouldn't give them a five because they are not perfect. The rates are high and they change a lot. But overall I have service most of the time and it's okay.

I feel that they are fine, things are running good. I have never had a problem with them. There has been very few outages and when it has gone out they have been very good about getting the problems solved and the electricity back on. I do not have a computer, so I pay little to no attention to the information that the PUD sends me. I just pay the bills. I really have had no interaction with the PUD. When the power goes out, my neighbors keep me informed as to what is going on. I have had no interaction with customer service in all the time that I have had them as my provider.

I really don't know how to rate it. We have LocalTel and they are with the PUD. The services are not how we want them to be. We have to call so many times and yet we have bad connections on the channels and always have to reset them. It has to happen all the time. We have had no problems with power outages. We had a problem about two years ago that caused our air conditioner to burn out. The PUD promised that they would repair or replace it, but those promises fell through and nothing has been done.

No problems so far.

I feel that no matter how good of a job they do there is always room for improvement. I really don't have any examples. I have had hassle-free dealings with the PUD. I like the fact that each time I had to go in it has been very quick, in and out dealings with them. There are no hoops to jump through.

I've lived here all my life and in the past there've been some management issues, but overall they've done a good job.

Well I gave it a four because right now even this month I paid more and used less electricity. The month before that I used more electricity and paid less. I am usually at work and my children go to school so we are mostly out of the house and still end up paying a lot. I really don't know why this happened. Other than this I am happy with the service they provide.

They are great to deal with and a dependable provider of energy. I have had only a few outages and the PUD had them fixed before I was aware there was an issue. But there is always room for improvement and for me that is in the added services area, like the fiber-optic plan. There was a great deal of misinformation and poor handling of it when first it was announced. And even more frustrating for me, there has been no information made available about what the status is.

There is no competition to base it on. No one is perfect and since there is no other PUD to compare them to, I rate them a four.

I just think they're doing a good job of trying to keep the rates low and responding to users' needs.

The service is good. I recently to get my service changed from a different home. They were helpful. One thing I really would like to see is more employees because when I went to get help I had to wait for a long time.

Very low rates and the electricity works. I'm not sure what else to say.

We probably have more power outages than we'd expect. But the service is great. I like the rates.

I don't have any, I haven't dealt with them for quite a few years. I have been fine for electricity.

They've provided good service. I haven't had any personal interaction. No overwhelming positives. Could use more contact. Just more information in general from the PUD.



The service for electric services is fine. I had a bad experience with the removal of the batteries from my phones due to the fiber-optic provider change from the PUD to a private provider. It happened at a bad time for me, due to my husband's death, and I felt that the PUD abandoned me instead of being there to support me with the information needed to understand what my options were.

When I have a need they go above and beyond with customer service, from the time I report the issue, to checking with me that there are no other problems, before they leave my home. There are always ways to improve, so no to a five, but I really cannot think of a needed improvement.

**Q.2 Can you please tell me for what reasons you rated your satisfaction as a 5?**

We have great internet because of the fiber. They reduced my bill when they noticed I was using less than I was paying and readjusted my bill.

I gave it a five, ninety percent because of their rates and the other ten percent because they are good people. I have been with them a long time and, so far, they are doing a great job.

During the fires they got power back very quickly.

They provide cheap and dependable energy to our community. The PUD is always there with the power and they contribute to the community with parks and other nonprofit services.

We had a problem once and they came out and fixed it very quickly. It seems like they do a very good job.

I feel that they have always been very correct and proper, in the way they treat their customers. Very good.

No complaints. We've never had any outages.

We always have power. Never had any problems.

I don't have much experience with them. I pay my bills on time and they give me service. The only contact I had with them was when they installed new windows to help me save more energy.

Very reasonable rates, excellent service.

They're always available to answer my questions, they've helped me work through my issues on several occasions and my bill is reasonable.

I moved back to Cashmere in 2004 and have yet to have a power outage. The rates are the second lowest in the country.

I've never had any issues with them. I have a cabin in Stevens Pass and they have always given me good service. I feel like they are very good with communicating about outages.

We recently built a new home. They were prompt in arriving. If they said they were going to be there by 8:00 AM, they were there by 8:00 AM. They were very up front about the cost and time it would take to install things. We appreciated the honesty.

I have been with the PUD for four years and have never had a power outage. I think they provide a very reliable service.

I have been in the Chelan area about seven months and the stories of Chelan PUD's services to the area, during last year's fires, have impressed me. I understand that the ways the PUD employees responded with information and help to their customers went beyond the utility's responsibilities. There are reports of line personnel working on temporary poles along with other emergency workers. This says that the PUD is an active and involved community member. That, along with the service I have received in the last seven months, rates a five.

I have never had a problem with them, even though I've been here for over a year. I've never had to call them about anything. I think we have the best rates in the country. I came from Maryland and it doesn't even compare.

Haven't had any problems so far.

It's fine with our property. The power is very cheap and it's as reliable as it can get in our rural area.

The rates, the ease of billing, they stay interested in some of the needs of the people.

This is my first time having to pay my own electric bill. I just moved out of my parents' home and am on my own. For summer I was paying \$30 and now I pay \$92 so it is more expensive since then. I'm guess the price went up because of the season. Overall I don't have much experience with this company but they seem to be very good.

They have been very responsive when we had trees down during the storms. They were able to get the service back up very quickly. We were surprised at how fast they were able to restore the fiber-optic service after the last storm.

I've never had any issues with billing. Everything that needed to be done has been done and in a timely manner.

We have always had good service, plus all the people that I have interacted with have been very friendly.

Good service when I need them. We recently bought a house and they helped us insulate it.

Until now I haven't had any problems. I have not had any power outages to my home. When I call them if I have a problem they are quick to respond and fix the problem. I pay around \$80 every bill which is a little high, but that's probably my fault. I would like to get more information in Spanish so it is easier for me to understand but other than that the service is good.

You know what, they just provide great service, in general. Nothing in particular.

I really like and participated in the free parking for the Lincoln Walk Park. I am a kayaker and I really appreciated the fact that they were open to the suggestion to get this program started.

Have no problems with Chelan PUD as an energy service provider. I like that they provide to the public all the outdoor parks and nature areas. But they need to keep better control and maintenance of the goose population.

Plenty of power and good communication. It's reliable, is what I'm saying.

Rates are good, service has been dependable.

I'm a new account. I just moved here. This is much better than the Seattle rate.

The rates are fine and the outages few. Outages and any other repair work is done on my schedule and always done right the first time. The last outage was during the fire crisis this summer and a repair man checked with me a number of times, even if I had not called with an issue. That is service you would not get in a larger community.

I haven't had any problems with them. I have not had any outages. But I do have a question about the changes made every month. Because they charge for electricity and added on is an extra fee and I don't know what it is.

Cheap energy rates, consistent service, I like the PUD's involvement in the community, like some of their parks. I really liked their survey this past year, it gave consumers a chance to weigh in on some of the issues facing the PUD.

The only contact that I have had with Chelan County PUD is through email, when I pay the bill. I have been checking into the insulation program, as I have a home that is over forty years old and is in need of additional insulation.

They have online bill pay and that makes my life easier. It is really easy to find your way around on their website.

Because I have never had any problems with Chelan County PUD. I haven't had to contact people or anything due to any issues.

So far I have not had any problems. I use to have my own home and then I moved to a new place and it was easy to change service. I also haven't had any outages in the area. I do have experience in other states and cities and I can say this is the cheapest service I've had.

They seem to do a good job. Whenever there's an issue, they are very fast to come out and fix it.

They do my heat and it's cheap. They work with you if you're behind on things.

My power's always on, except for one power outage during a fire. Considering the fire damage to the entire city, they got our power back in a reasonable amount of time.

Good service, there's never any issues with customer service or power or anything, we get power and water through the PUD and there's only been a short blackout during a lightning storm, the power was back on within minutes.

I especially like the rates. I feel that they are one of the best in the country. I have never had any problems with the customer service.

Service has been good, haven't lost power. I can call in my bills easily and it's very quick. They did a great job on some line work recently. They have a good sub system in Chelan County.

When the lights go out they are quick to respond. I live in a deep valley, so power is very difficult to get to me. In the winter months the PUD just sends me an estimate, because the snow pack is too deep to read my meter. The PUD had to put in an auxiliary pole last year so they could get emergency power to a camp for the firefighters that were trying to fight the fires up here. They are always quick to get the trees off the poles to restore power to the line.

The electric rates are very reasonable. I have lived all over the United States and the rates here are the lowest I have ever had.

Cost effective and they get the job done.

Chelan PUD involve the community and are involved in the community. They give us opportunities to give opinions and provide great service and great rates.

Well when we lose power they are quick to restore it. I really find that that's a good thing. That is the only time I have an experience with them.

The customer service department has been wonderful in helping me establish a budget billing payment plan. They have been very kind and understanding about my financial situation and have helped me to establish a plan that works well for me.

I feel that they do a good job of keeping the electricity reliable, considering the size of the area that they cover. I feel that they excel in the communications department. As an absent homeowner, I use the website and Facebook to keep abreast of any information that I need.

I feel that they have always been reliable. They have always been very reasonable. They have always been very reasonably priced, some of the lowest prices in the country.

They've been doing better. I'm not losing power like I used to. I monitor my power from home in Seattle with a Wi-Fi thermostat. We had a planned power outage for six hours, they were putting in a whole new line, improving the power, and they informed me what they were doing. I anticipated it because they let me know, but it was supposed to be no more than two hours.

We have been here fifteen years. The rates are reasonable. They offer a lot of rebates for things.

I worked with them during the fire and they did great work on fixing the power lines.

No issues. I've never had any problems dealing with them.

Our property in Entiat is for recreation at this time. We plan on it becoming a year-round home in ten years or so. The service and rates we have with Chelan PUD right now encourage us in this plan. Our neighbors are full-time residents and consider Chelan PUD a plus for living in the area. We received a letter from Chelan PUD when they planned an outage to do a repair in our area. The letter explained what was going to be done and gave us a time line. This is more than we have ever received from other utility providers and it impressed us.

Seems pretty seamless. It all works.

I like them and have never had a bad experience with the office, phone reps, or field service/repair agents. When outages have happened, the response has been timely and professional.

I feel that they have the lowest rates in the state for electricity. I have never had any problems with them. Any time that I needed to call them they were very easy and polite to talk to.

They are reliable and priced lower than where we were before. The bill is easy to understand and in my four years dealing with them there has been no questionable charges. The PUD helped us with building our home and were right there at the promised times.

The lights are always on. That's all that matters.

Our power is so cheap. We have a very stable power grid.

Consistent power at low rates. If there's an issue, they're very quick to fix it.

The most recent dealings with them, that I have had, was when I moved from Portland and signed up for new service. They had the information that I needed for setting up the new service. They also had information about the duct sealing program that they were offering, that I was eligible for, due to the fact that I had just bought a new manufactured home. Unfortunately, the new appliances that I bought were not eligible for the rebate program that they were offering. Everyone that I have dealt with have been very knowledgeable, helpful, friendly, and welcoming.

Great service, great rates.

Always been good. Everything's going pretty well, I guess. I'm pretty happy, but I have some wires on the side of my house and I'm not sure what they're for.

Because I retired from there six years ago and working there for almost twenty-five years I know what a quality place it is, in my opinion. They try to be the top and I really think they are, especially compared to other utility companies. People used to call and rave about the personalized service. With the fire and the number of poles that we lost, the guys did so well getting electricity working again for the area.

At my age, when I call with a question regarding my bill, I cannot always hear them, or they me. But whoever I am talking with takes all the time needed to get my problem taken care of and explained to me so that I can understand what I need to do or have done.

I find that they are very professional. I have no reason to complain about anything.

They keep rates down and I know the rates are low, as we travel a lot and everywhere else power is high. I do a happy dance when I get my bill from Chelan PUD. Keep up the good job.

Well they are a good company, I have service all of the time. I don't have any problems paying my bills. If i have any questions they are nice enough to answer them for me.

I've never had any problems. Everyone is very good at customer service.

Our PUD rate is very low, price is low.

Chelan PUD does well with all the services they offer. They send out information and have it accessible on their website. I am not a full-time resident of Chelan County, but my year-round neighbors keep us part-time ones informed. If there is a need to let me know about an issue, like the fires this summer, my friends that live there year-round call me. Chelan PUD also contacted me with suggestions to check on their website during the crisis for information on my property.

I like the customer service. They are friendly and clear with the information they give you. I set up my account six months ago. I left after the first contact with the PUD feeling that they were on my side, not out to get all the money they could. Then my first bill came and it was significantly cheaper than I had been paying in Pennsylvania. I have been pleased with the rates since.

We lost service from the fires, but we got it back when they fixed everything. I was out of power for a couple days, but not for a long time. The houses next to me got power back when I did and it wasn't long. I really haven't had any other experience with the company directly.

Mostly the pricing. Really good pricing.

They always answer my questions about paying my bill and work with me even when it is overdue. The customer service agents in the office never make me feel guilty or responsible when I am behind. They just help me to set up a payment plan.

So far, I haven't had problems with them. When I call I get all my questions answered. They are a good company to work with. I have been a lifelong customer and have not had any problems.

They have the lowest rates in the country, the lowest of any other place that I have lived. I love the consistency with the infrastructure, hardly any outages. They are always taking care to guard the residents of the community against outages.

Because of the low rates.

I think they have really good service and very helpful people who work for them. I don't know other reasons why I would give them a 5 but those are the ones that come into mind.

They just provide a very good service for very little money and we're never without power.

I haven't experienced any problems yet.

I haven't had any problems with them. I pay my bills and they provide me with service, pretty typical of an electric company. It would be nice if they could help me in Spanish, but that's the only thing I don't like about them.

Chelan PUD has never caused me problems.

They can be pretty efficient in what they do. The cost is good.

We don't have any problems with them.

I have had few problems and the rates are low. The crew that came to repair lines last summer took time to check that there were no other needs and they measured my wattage to make sure we were getting the right level of power. They only had to do what the job required, but they took that extra time and effort to do that.

I have no complaints. I have had no problems. No real outages. If it does go out, it is only for a minute or two.

They don't create any problems for me. I just pay my bill and that's that.

They're always willing to work with me. If I'm a little late on my payments, they're understanding and don't have a problem.

I like the fact that they provide us with cheap power. I think that they are a good corporate citizen. In regards to what they do with the parks, helping to maintain them, working to keep them open and nice, and making them available to the general public.

The service is great, no power outages. No problems so far. When I visit their office they are friendly.

My father worked for PUDs all my life and I believe in them as the best way to provide an area with power. The rates stay lower. The customer is part-owner of the PUD with input on services offered by it, and the costs of those services.

For now I have no problems with them. I usually pay my bill and that is it I don't usually have extra communication with them besides that.

Because it is consistently there. The price is right.

We have been with Chelan PUD for two years with a recreation home on Lake Chelan. We were at the Lake Chelan home during the fires last summer and evacuated at one point. The repairs needed for downed lines and replacement power poles due to fire damage were done before we got back to the home. The permanent repairs needed, at least in our area, were completed before winter.

Even though I live in an old house with poor wiring, low to no insulation, and single-pane windows, our bill is lower than I would expect. We used a gas heater until three years ago then changed to just electric heat sources and the bill has been less than when we used the gas heat. There have been only three outages in the years I've lived here and they were fixed within hours.

I've never had an issue.

Everything works the way it should and cost is a lot cheaper.

I am out of the state often, working with the Hispanic communities. Chelan PUD works with me to keep my power on, even when I am late with payments, due to being unable to reach them by phone, or over their website. I also have worked with the PUD on their communications with the Hispanic community in the Chelan area. I feel that Chelan PUD is committed to making the Hispanic community part of the Chelan PUD community.



I don't have much contact with the company directly except paying my bill. I don't have a problem with the service there is always electricity in our home. I have not had problems with the company.

Good response to my inquiries, I love the newsletter that comes with the bill, when I call the customer service they are very fast to fix my issues. Since I don't use social media, I like using a bill stuffer.

The cost is reasonable, compared to our other home, and they seem to be able to fix outages very quickly.

We have had them for about 6 months, we moved up here for my husband's work and so far they have been okay. I haven't experienced outages during my time here. I spend most of my time at home and the bills don't seem to be too high. So far no problems, but it's still a short time to see if there is any.

I've never experienced any trouble from them.

Never had any problems with them.

The PUD service is great and they provided help with my energy needs for two locations. Both my temporary apartment and at my home I built this year. Even with the costs for a new building, my bills were half what I have paid at other locations in the country. In the year I have been in Chelan I have not had even a short outage. I was impressed with the prompt service to install the fiber-optic services.

When we had an issue with our power, they were out within a half hour to fix it. It was specific to our house, so I was very impressed.

Everything has gone well and we've received good responses when there were issues.

We've had some outages and we watched men work all night and all day, in poor conditions, to fix them.

I have not had any outages in our area. I don't usually have contact with them, unless its to pay my bills. When I do they are very polite. I do think the rates are a little high but it's not like we can stop paying for the service.

I've never had a problem, no contact except paying the bill.

I feel that they are very user friendly. I really like the ease with which I can pay my bill. Overall, I would say that they have excellent customer service. They have very reasonable rates. I think that the fiber optic is excellent.

Everything always works.

The low prices for energy services are greatly appreciated. Chelan PUD is the best bargain, compared to what I receive at other homes I own.

I never have had any problems with the PUD. I recently upgraded my fiber-optic box at my home and I am finally able to reach the speeds on my internet that I have been paying for all this time.

I have been a very happy customer of theirs for over fifteen years. We have never had any problems in that time. Any customer service people that we have talked to have been very good.

I've never had any issues with the company. They reached out to other utilities for the fire and they came through. They have a good network.

We have power when we need it and we have good prices so far.

They've been good about not having that many power outages and they've been good to work with. I go into the office to pay my bill each month and they know me by name and they treat me like it's a friendship instead of me being a customer. We've experienced momentary outages, but the power is back within a matter of minutes, even a minute. The outages are just long enough that I have to reset the microwave.

We have had no problems with the PUD. They have been very cooperative and very understanding in the dealings that we have had with them.

I really don't have anything to compare it to. The prices have been excellent. They do a great job. The customer service has been great every time I have called. They have been friendly and really seem to care.

I have been very satisfied we have little to no outages during the times that we are in Chelan County.

They provide all the power we need and do it at half the price of Seattle. When there is an outage, the PUD often has it taken care of before the customer knows about the problem or is inconvenienced by it. Last summer's fires resulted in my needing to get out of the air due to poor quality and my grandson and family moved to my home to be available for the crisis and clean up. They never felt uninformed about PUD issues, like temporary powerline set ups, or any other issues during that time. I can only praise the PUD.

I've always liked the PUD, their prices are reasonable, they care about the environment. That's about all.

I feel that they have good prices. I feel that they have some of the lowest rates in the country. They have the best customer service. I like the fact that after I am done working with them I don't feel like going out and punching a wall.

Electricity costs are low and that makes me super happy. We had a downed line out here in the boonies and they came out and fixed it right away.

The PUD is very good about repairing downed lines quickly, when we have power outages. I live out in the middle of nowhere and have a lot of power outages throughout the year. When I call and tell them, they come out. If they tell me I will have power back by noon, I have my power back on by noon.

I pay my bill and Chelan PUD keeps my power on. This is all I really need from them and is the sum of my interaction with them. I have never had an outage or bill issue.

The prices are low. I haven't had any problems with them. They gave us rebates when we replaced our windows. We've had zero issues.

The power rate is extremely low and they maintain a level of excellent customer service that I expect. By answering the phone, when we call to pay our bill in a timely manner, repairing any outages quickly, and speaking in English.

I live in western Washington most of the year and the utilities do not come close to the PUD's rates, services, and responses to issues. You will never have them offer you a way to say how to spend a surplus like Chelan PUD does.

I have had no issues with them. I really like the online option to pay the bills. I feel that it is well thought out and hassle free. I have been a resident of Chelan County for less than one year and have had no problems with the PUD and little to no outages.

They supply what I need and supply it very cheaply. They take very good care of the parks making sure that the maintenance is done well.

So far, so good. Just haven't had any problems with them. That's pretty much it.

Their power is cheap. That's what matters.

In the three to four years I have dealt with them, I can count on one hand the times I have needed to contact them. The website has been a source of communication with the PUD for me, as I am often on the road or at my other home. Chelan PUD offers a full spectrum of energy programs and gives better rates than the provider I use on the coast, while providing the same service.

I've never had any problems. The payments are cheap and they give good advice.

I've never had any trouble with them. We've never had trouble with the service or ever had to make a phone call.

I have not had any problems with the service, I always have service. No problem with slow service. I think what would be nice to have would be some information in Spanish. I have electronic bank withdrawal, but I still get information, but it's harder to read because it's in English. Aside from the information in Spanish, which is probably my fault, the company is good.

I rated them a 5 because when they came to look at my A/C system they were very helpful and polite. They did a great job when they were here. My husband and I were very happy with the work they did and how fast they did it. That was the only time I really had a personal experience with them.

I feel that they are reliable, dependable, inexpensive, and well managed. We live in Tucson six months out of the year and it costs us as much to heat our park model there a month as it costs to heat our entire home here.

Never had any problems.

I have not had any outages in my area. The bills do change a lot by seasons which is hard to understand. Overall I haven't had any problems with them which is nice. I wouldn't have any other reasons why not to give them a five. All my time with them has been positive.

I don't know any different. Our energy is not that expensive.

I have no issues and they are right there to reconnect or fix outages or downed lines.

Basically, because when I had a problem, they were responsive, quickly responsive, and gentlemanly. I've lived in other places and states and never had the kind of service I've had here.

We haven't had any problems with them.

We have never had a power outage in the time we have been in our new home, which we built a year ago. When the PUD said they would be out to put up our temporary power, they were here on time. When they stated they would be out to put up our permanent power pole, they were here on time.

Their rates are low.

It's really nice and inexpensive. The electricity, they got it all up and running after the fire. They provide good service.

I don't seem to have any problems with power and have used some of the parks, they've been nice.

They are always available and have the answers I need. Even when they had to be over-extended, during the fire season this summer, they took time to answer my concerns as best they could.

As a vacation home owner, I have had no issues with Chelan PUD that have not been fully handled. I can always count on the PUD bills to be available on the website so that I can review and pay them from home or on the road. The last thing I want is to be bothered with bills when relaxing at my Chelan home.

It's been good. I haven't had any problems.

The service is fine and I appreciate a lot of the programs they have going. The rebate programs, things like that.

It's easy to pay them and they do their job well.

Never had a problem with them. They have always been polite.

Low rates. They're very responsive to power outages.

I would give it a five because we have power all the time. We lost power just once from an accident nearby. It has been very reliable and I don't have to worry about not having power or water.

I don't have any complaints. They've restored my power in a punctual manner.

We receive very good service. Both online and when we go in, the service is very good, very professional. The employees care about the environment.

I am a long term member I have been with this company for 8 years, and I am very satisfied with the reliability of the service.

The rates and bills are reasonable and nothing goes wrong with the services.

Price is good.

Customer service representatives are always busy. I feel that there are not enough staff members to handle the workload, but those that they have are extremely helpful. It would be wise to train these staff members and give them a bit more authority to handle problems faced by customers.

For the longest time we have not had any outages. I always know that I will have electricity. The rates aren't as high and I really like that. Overall I am a very satisfied customer.

I live by myself and in a rural area with a private dirt road. There are lots of issues, due to road conditions, that result in outages and downed lines. The fiber-optic service needs monitoring, due to the outages. The repair and maintenance crew for my area have tried to keep my services running and have done the extra things, like monitor boxes to track influxes in power. I know who they are by name and they check on all the customers on my road every time they are in the area. Never do we have to wait longer than a few hours for the repair team to arrive and they do not leave until issues are resolved.

I think they do a pretty good job. I have been very satisfied with them so far. My father used to be the Director of Planning and Development for them for a good many years.

Because my power works and they seem to be proactive. The power is cheap.

I have only been in the area ten years and have not had any issues. The prices are more than competitive to other areas I have lived in. There are no missing services between the previous utility companies I have dealt with and Chelan PUD.

Consistency of service, reasonable rate. When the power is down, they work very hard to get it back quickly.

The rates are low, I've only ever had one power outage and they provide fiber-optic cable. Water is fairly cheap.

They provide my utilities with a functional system. I really don't know how to rate them, I have never had a problem. I have heard that they are quick to come out and resolve the problem when power goes out. I feel that they are not as transparent as they need to be. I have gone to meetings to try to understand their business practices and to make sense of the formulas and the reasoning behind the rate increases. I feel that they have different business practices and they seem to be running different divisions better than others. I have been trying to make sense out of their economic and business practices.

I have been very happy with the rates. We have never had any problems, outside of some short power outages and the power has been restored in a very timely manner. I really don't know that much about the customer service or the employees as I have not had any interaction with them.

I think they have the lowest rates in the country, and they are very well run.

I have never had any issues with them. I love that the online bill pay option is very easy to use. The only confusing part has been the water. I receive a bill from Chelan PUD and the City of Wenatchee. When I did have a problem they sent someone out to do an audit and to explain the billing process to me. I feel that the rates could be better, as it seems like I pay more for my electricity than anyone else in my family. But it may be that I use more.

I have had zero problems. I've never had to contact them, as I've never needed to. Never had my power go out either.

When I first called in to get hooked up, the office was very helpful. Every other interaction we have had with them has been very positive. Also, to the best of my knowledge, we've never lost power.

I believe that they are into alternative energy sources. I have a house in King County and I feel the service that I get from Chelan PUD is much better. Better response and far better customer service. The rates are much cheaper than over here, too.

I've never had any trouble. They answer whenever I need to call them up.

They do everything that they're supposed to. They got the electricity back on when it went out in a fast manner.

I feel that they have been doing a great job. Just overall great.

Never had any problems. They give me light.

I think they've improved their management overall over the past few years and have made a huge turnaround. They've done a great job dealing with their debt. They seem more transparent to the community and less secretive.

Except for once in a while we have power. I can't wait for fiber-optics.

I have had no problems or bad experiences. They provide my electric service. I really have no examples to give. I have only been back in the valley for just over a year and I have been living on my own for about six months. So, other than setting up the account when I first moved out, I have had no interaction with them.

I think our electricity price is low here. They have great rebate programs and outreach programs.

I really like the consistency of the service. They have been very reliable. I have never had to have any dealings with the customer service part of the company.

I am a retired employee and I know how much emphasis is given at Chelan PUD, to the fact that our customers are also owners. This means that all employees, from the phone agents in the office, to the management personnel, are focused on how their job performance provides top service to customers. This results in a five rating of satisfaction from me as a customer.

I have no complaints at all. I have never had any problems or any interactions with customer service.

We have the best rates in the state, if not the country. I have no complaints about the service we have received from Chelan PUD. Any outages are few and happen without me knowing they happened most times. During an area crisis, like last year's fire season, the PUD keeps the information available on their website and in the media, so that the public knows what to expect and how to respond to the emergency.

Because so far I have not had any problems with the service. I have been with them for a couple years not and I haven't had any outages in my house. I usually don't have much one on one with them but when I pay my bills they are very nice.

It has been excellent. We have had no problems. All in all, a very good relationship with them.

They're dependable and they're very quick to fix outages.

Service cost is very low and outages don't happen, to my knowledge.

Rarely are we without power and they are always quick to fix an outage. We like the Park project that the PUD participated in.

The rates for power and services are less than I am used to paying, even with the differences between California winters and Washington's. I have only been in Wenatchee for a year and have not had any issues with outages or other problems. I have come home to a flashing clock a few times, so I assume an outage happened and was fixed quickly. I haven't heard about any bad experiences from friends who have lived here longer than me. So I rate Chelan PUD high.

It's cheap.

No complaints.

Well for now I don't have any problems with them. We actually wanted to use their window rebates but the owner of the house didn't allow us to install new windows. Still I think it's a great idea to have the programs for other people. The new windows would save use a ton of money in the winter months.

I've never had any issues. They're easy to work with. I just recently talked with them on the phone and the service was fast.

Well so far I have not had any outages. I do understand that in winter the bills do get high but that's the one thing I don't like. We would also like to get more updates when there are fires around and if we could be affected in our electric service.

It works well. We have electricity.

I have experienced no problems whatsoever.

This year there were wildfires in our area. The fire took some electric poles and burned them down. The company came over and put hot spots on my property to stop further damage to the area. I was very happy with how they responded to the situation. They came back and put in new poles and restored electricity to us as soon as they could. I have been with this company for a while now and don't have any complaints.

Service has been good and I'm impressed with their progressiveness. We haven't had outages and the bill is straightforward.

I have no complaints and only know that when we open the cabin the power is always up and running. The few times we have had a question, they have always answered them for us.

I find the online bill paying tool to be very convenient. This is the first time that I have had to pay for electricity in my life. I have been a customer for only six months. When I have had a question, they have been very quick in getting back to me. Whenever I have had to go into the office, the customer service has been wonderful. They are very prompt in greeting you when you come into the office.

I haven't been a customer for a long time, but so far I like it. I am from the west side of the state and moving here my electric bill is much cheaper. I live in the mountains and we do lose power sometimes, but I think it's expected for this area. So far, I pay my bills and they give me electricity.

I can't think of any reason why I'm not satisfied.

I've had no issue with the service as a whole.

I gave Chelan PUD a five because I have not had any problems with them. So far I think the rates are fair, of course they are higher in winter, but it's something I expect. I think the bills are fair and compared to others areas I think it's as cheap as it gets.

I've never had any problems with them. One time part of my house had no power and they came out, assessed the problem, and fixed it.

Because of the low rates. Recreational property is where I use it.

I would give it a five because they are very attentive to our problems. They worked with us to get a payment plan. They are friendly and helpful. I've only been a customer for a few years but overall very good service. The bills are a little expensive but it's more based on how much electricity we use.

They have always provided a good response when the electricity was out. I am on the fiber-optic network and whenever there is a problem all I have to do is call them and they call the PUD and it is back on. When we had a long outage a couple of weeks ago, they called me to check on me as there was a tree down across my driveway. They had wanted to make sure that I would be able to have someone take care of it and asked if I had enough food, some way to cook it, and if I was keeping warm.



I'm satisfied with all the services and with how they have responded to outages and the way they've handled repairs and upgrades. I am an independent contractor, as well as a private customer with the PUD, and find them easy to work with. They always work with me on any questions I have or jobs I'm working on, in a fast and accurate way. I never am made to feel that I am wasting their time. We had a transformer hit by lightning by our home and Chelan PUD fixed it within hours of the incident, even though it was not just the PUD's equipment or responsibility.

Decent rates, no problems, billing's easy to understand.

Good customer service and prompt service.

I cannot buy power from anyone else. I have no other options for power unless I started producing it myself. We are fortunate to live in an area like this with a wonderful company providing us with low cost energy and great customer service. The people working there are always friendly and helpful whenever we have had a problem. We are lucky that we have had little to no power outages or brownouts.

Never been any problems

I love our low rates for electricity.

Cost is low. I love the website and the newsletter. Really good technology and I like reading the latest news. An enjoyable newsletter that makes me feel like I'm part of it.

I love the pricing and the rates. It makes it very economical to live in this area. I feel that we have the lowest rates of anywhere. I don't understand why anyone would want to live elsewhere.

I have had very few problems in thirty years living in the area. Chelan PUD always responds fast and you can get answers to all of your power management questions on the phone and at the PUD office. If the customer service person you are talking to does not know the answer to your question, they find it for you and send it to your home if it was not available when you asked. They do this with the little questions and concerns as well as the larger ones. We had a tree with wires in it and the PUD helped us understand the options for removing, or just trimming, the tree. We were able to make an informed choice.

We feel that the service on the electrical part has been very good. The problem is that we have been waiting for fiber optic for over six years now, with no connection date in sight.

We have been to other cities and have seen we have better rates than for example Seattle. We have really had no contact with Customer Service except for when we were building our new home four ago.

Customer service is very responsive. I almost never have to deal with them.

We have not had any outages in our area. The rates are sometimes high but not all of the time. I think its a good service. If we do have a problem with it later we might change our minds about it but for now everything is good.

I have a cabin up on Lake Wenatchee and there's been several winters where the power goes down. The PUD has come in there off road with track vehicles and on the weekends and taken care of our power. I am very impressed with the response time and customer service you receive when calling the office. I've always gotten good answers. It's not the PUD's fault the power goes down, it's because of the wind storms.

Very few power outages. We have had some terrible wind storms out here and have yet to go longer than twenty-four hours without power. They restore service very quickly.

They work very hard at providing the service that they do and they have a very good response time responding to incidents, such as power outages, that occur.

The cost of our bills are low. The company gives us a good reliable service. I think the only time we lost power was when we had wildfires in the area and even when that happened the service was back in two days. They worked very hard and fast to get our electricity service back.

They're always prompt in bill delivery and I never have to ask twice to have something fixed.

The power is cheap.

Never had a problem with electricity.

They've just been really consistent with their billing practices. Also, they repaired a power outage in our area in a timely way.

I work with them a lot in construction. They are very nice and very dependable.

Ten years ago we moved here from the coast, and the rates were significantly lower then and still are. I am happy with the internet services and would like to have them expanded, if rates stay low.

The pricing is really good and they are very easy to work with on a regular basis.

I don't have any complaints.

I think they've become a very transparent utility company. They are approachable, accountable, and keep the customers' interests in mind.

I am satisfied with the services and rates and have no concerns with them. The only time I called them and needed information was this summer's fire season. The PUD was a source for information on what to expect when we came back from evacuation and gave us numbers to call with any questions or concerns. We had some spikes in power, after we got back home, and a PUD lineman was at the house before I called in the concern.

The response to a downed tree on our property was excellent. They came out and took care of it very quickly.

The good customer service and low rates are why I rate them high. I have always received great customer service when paying my bill, even when I am behind. The clerks at the office do not ever judge me when I am late, they just try to meet my budget and keep my power on.

I've had no problems, low rates, good parks. I love the trails and the parks.

I haven't had any problems with them and they are quick to answer questions and resolve any problems that have come up.

Look what we have, we have the cheapest rates of anywhere. We are lucky to live here.

They are easy to work with and have rates that are lower than other areas of the country. They worked with me on setting up my cable services and have helped with suggestions to get the best use from the services they offer. I have never had to call Chelan PUD regarding an outage or other problem. They have always repaired things before I had any problem with the service or equipment involved.

When I have problems with the service they know about it, they fix the problems very quickly. They have great customer service. I would like to find out more about how to lower my rates during the winter because I think the prices are the highest during this time. I would also hope for an easier way to understand my bills because currently I don't know what I am charged for.

Well when I couldn't pay my bills I went to tell them about my case and they extended my electric service for a couple days. I was happy that they did this for me. I know I have paid my bills on time in the past and when I had a struggle they helped me.

I feel that they provide an excellent product, they are always on time, and there have been no outages or power failures. I really like the fact that they involve the customers on all the decisions that they make.

We have no problems. Hydropower electricity costs are very low. No complaints.

They have reliable service and they treat me very well.

They trying to do a good job and I appreciate that. They balance the needs of the area with people's power needs. The job of keeping power production up to the needs of the users in the area, but still managing sources of power like Lake Chelan water levels. They also do well managing the ongoing needs of recreation, farms, and hydro power for that water will always need to be balanced, and controlled in ways that benefit everyone. Chelan PUD seems to be aware of this issue and is trying to find short- and long-term plans for these.

Everything's good, I've never had a problem.

I really like the promptness with which they repair outages and issues they have at the facilities they maintain. They do exceptionally well at customer service. Whenever I have had to call, they have never left me on hold and I have always been able to speak with a live body.

The electricity is affordable and they're easy to work with. I know a few people who work there.

Every time I call them with a question they are very knowledgeable and helpful.

They have the cheapest electricity of anywhere. I couldn't afford to move to Seattle, as the energy rates over there make the cost of living unreasonable. Every time there has been a problem, they have been right on it. We had a problem where a car had hit a pole on the street and another time we had a fire on a pole next door and both times they were able to have the electricity restored within the hour. I would like to see them run more of the lines underground as it would make the area more beautiful. The neighbors have a pole right outside of their picture window and I think that is very unsightly to have to look at that every day.

Every interaction was positive when we have had to switch utilities, everyone is great. I like that they are engaging the community with surveys trying to figure out which projects are important.

They're a very well managed outfit, with great rates.

I've had no problems with anything. I like the billing process, makes it easy. Very cheap, especially compared to water.

I have not had any problems with this company, they give me service and I pay my bills on time. I have not had any trouble even when I moved homes. It's a good company.

They do everything I have needed with regard to energy services. The rates are the most reasonable I have experienced and I have lived in most areas of Washington State.

I am a retired electric utility employee and have high expectations of any power provider. Chelan PUD, in the last three years, has given me no reasons to rate them lower than a five.

They have the lowest rates in the country. When the fires came through, they were out there working just as soon as the embers had cooled down. They are really good about working with you on the budget plan, and making sure that they adjust the bills so that you are not surprised with a large bill at the end of the billing period.

The power is always on and if there is an outage, or other issue, it is repaired that day. I often am not even aware that it happened, that's how fast they fix it. We lived for twenty years in Douglas County and Chelan PUD is better with rates, services, and repairs.

I have been a life-time member of this company. I have not had any problems with their service. I have heard some of the interviews they do on the radio and I really think they have their clients' best interests. I think all of what they offer is fantastic.

I have never had any problems. I am a renter, so I have little to no contact with the PUD. If I want to find out any information about the PUD, I just ask my father, as he works there.

We usually only go there during the summer months, as the home is just a cabin that we use for those months. We really have had no problems. The ones that we have usually is with a downed line and they have been very prompt on getting out there and getting us hooked back up when we have needed them. The employees that we have dealt with have always been very pleasant and prompt and very knowledgeable.

I have many years with this company and I have not had any problem with it. I don't really have much to say about it. I pay my bills and they provide me with electricity. It's the only company in town so we it's not like we have a say in where we go.

I have no problems with them. I get a good rate and I don't think they overcharge me. So far i think they are a good company.

I haven't had any problems. That's pretty much it.

I like the fact that they are very reliable. I like the fact that the online bill pay feature is fast and hassle free. I have always received good customer service from them. The have always been fast, friendly, and accurate.

We haven't had any problems with the electricity or customer service and even when I'm a couple days late, they're okay with that.

I think service and cost. I have no negative impressions of them. It's been good.

They are always responsive when the power goes out. I have been with them for sixteen years and have only lost power twice in all of those years. They fixed the problem so quickly, it was like we never even lost power.

They are very responsive to any questions or concerns that we have regarding our monthly service. When we moved into our home a few years ago, their customer service was very friendly and pleasant. They made asking questions about the types of services they had to offer very easy.

There are hardly any outages.

Well overall I really don't have contact with the PUD only to pay for my bill. I don't have problems with their service or what they charge me. So that's why I would give them a 5. They are friendly too.

No issues with anything at all. Our power was lost due to an auto accident, it was not PUD-related, but all things considered, they got power back up in a reasonable amount of time. I never go on the website, the PUD seems to be a flawless system.

**Q.48 Do you have any comments or suggestions about your electric service from Chelan PUD?**

I have been with them a short time, only six months, but the rates are so much better than what I was paying in Pennsylvania. I am not dreading my bill each month.

Keep up the great service they are providing for the low rates and I will be happy.

Just keep doing what you are doing. I pay one-third of what I paid in Yakima.

In other areas I have lived, the power providers have offered energy audits for customers. That service helped me to identify that my thermostat was not working at its best. It was not registering the right temperature. Then they offered me rebates and coupons for the cost of a new one.

My only comment for them is to be fiscally responsible. They did a lot of bad investing and we're paying for it. Keep rates low.

The infrastructure needs to be improved. During the fires last summer, they kept people as informed as possible and did more than required to help clean up and repair the power system. But the power poles set up as temporary have yet to be replaced with the promised underground lines. Then there is the fiber-optic fiasco. We are still waiting for the service to be made available to us and that is even by the private companies who were brought into the picture after the cost of the PUD providing service was too high. Do not give other companies the chance to make money on something like the fiber-optic network if the PUD can provide it.

I have no complaints about the service we have received from Chelan PUD. The only outages we have had happened when we were not at home. The only way we knew it happened was coming home to flashing clocks. The rates are fine and any questions we have had have been answered by customer service agents. The website is very informative as well. All this considered, I can only ask that Chelan PUD keep doing the great job they are doing now.

I think their reliability is 100% great. I haven't had a power outage in 12 years. You can't get much more reliable than that.

I am a new customer with Chelan PUD with seven months experience with their services. The rates and dependability have been impressive and affordable. I moved to the area from a larger urban area that had a regular utility company, not a PUD. So far, I have been more than pleased with the PUD experience. The lower rates are great and they have all the services that the old provider had. I have had great reports of the services and dependability of Chelan PUD from my neighbors and friends, so I expect to continue to be pleased with them.

I feel that the PUD is over managed, I think that there are way too many managers for the number of employees. I worked there and retired 30 years ago; when I was there they had three managers in hydro. Now those positions are done by 15 people. I don't think they need to search the country to find a general manager, they should have chosen a manager from within the company.

Keep up the good work and great job keeping the rates low.

The area that I have become aware of with the PUD that needs some upgrades and/or repair, is the generators at the dams. We have the best hydro resources in the country and we need to keep on top of the maintenance, development, and expansion of equipment and structures at the dams. This is important for all the areas of the hydro power supply network.

They should increase rates to offset the cost of power for businesses.

I would like to receive my bills in Spanish so I can understand them. I usually have to ask my children to tell me what I am receiving. A bill in Spanish would make it easier to understand. If they send information to my home, I would like it to be in Spanish. I would also like to be able to understand the amount of electricity I am using.

I see a need for a fuller lake level. The present plan for a high level on the Fourth of July weekend through Labor Day weekend does not cover the good water sport weather season. I understand the need to keep the agriculture, ecology, and hydro power needs in mind when controlling the lake level. But I hope that more consideration for the tourist and recreational needs would be given. We are planning in the next two years becoming year-long residents and I may have a different view then.

The power is always on and if there is an outage or other issue it is repaired before I know it happened. My neighbors all have the same experiences to report. We lived for twenty years in Douglas County and Chelan PUD is better with rates, services, and repairs.

I have never had to call Chelan PUD with an outage or repair. Often before I knew there was a problem with the lines or generator, there was a lineman fixing it. They've also just checked on the lines to make sure I had no interruptions with my services or equipment due to a neighbor's problem. This kind of proactive service will keep me a happy customer.

In the three years we have lived in the area, and the year we built our retirement home, Chelan PUD has been fine to work with. They respond fast to outages and to calls inquiring about outages. Outages are fixed and repairs, like downed lines, have a repair team within an hour of calling it in. We lived in the Seattle area for years and Chelan PUD's rates beat them by considerable savings.

We have had great service with Chelan PUD over the years that we have had the lake place. If there has been any problems from storms, fires, or other damages they have been taken care of without us being aware of issues. Our neighbors are year-round and have shared how fast and complete the PUD takes care of issues. I would hope that the PUD stays as good to deal with as they have always been.

I feel that they need more community meetings. They are not having those as frequently as they used to. The public needs to have opportunities to be heard. I feel that they have been lax in getting more on board on the whole electric car issue. I feel that they need to be adding more electric vehicles to the fleet. Also, they need to be establishing more charging stations around the communities.

I think they're awesome.

I would like a monitor on the meter to know when an outage has occurred so that the customer does not have to report the issue. This should result in issues being fixed faster.



They could be better at contacting customers about their feelings about PUD services. When there is going to be a rate change or a change like the meters, I would like to see more collection of PUD users' thoughts or reactions. But it would need to be done without being too intrusive. Maybe a type of town hall meeting set up where I could go if I wanted to, but would still have the results of the meeting sent to me if I'm unable to attend.

Entiat is small town and when one person knows about an outage or repair, the whole town knows. It makes it very easy to get the information from the PUD out to the public, even the Hispanic community. Chelan PUD has worked to keep the Hispanic community involved. I have worked with the PUD through my college classes as an intern to help develop outreach programs that educate the Hispanic public on what the PUD is and how it works for them.

When I have to call the office, they don't speak Spanish, which makes it hard to discuss anything.

They send me information about the amount of energy I use, but it's in English, so it is difficult for me to read.

If there were variable rates for different hours of the day when less power is used, it would encourage people to turn down the thermostat at night and save power. We are blessed with our hydro power in this part of the country. It comes with a lower foot print than coal or other fossil fuel produced power. I feel that each person needs to try and work towards less fossil fuel production. And those areas that have another source of power, such as our hydro power, should save and sell that power to areas that have to use fossil fuels. Chelan PUD's long-term plan could include ways to balance the sharing of our power and keeping our rates low and our power on.

No, other than the service is very good, I've never had any problems with their service. I've only been a customer for six months.

The need to better communicate when they do a major change in services. We were one of the customers who got set up with the fiber-optic system and liked it fine, but we did keep our landline service. The PUD and the provider of these services contacted me that they needed to exchange phone batteries due to a copper issue. They gave me little time and came to my home to remove the batteries from my landlines. I questioned when the new battery would be made available and I was told never and too bad that I no longer had a backup phone. This happened shortly after my husband's unexpected death and I feel that for a small customer-owned utility I should have had a better response from Chelan PUD. I do have a close friend who was in the know at the PUD of the ongoing issues with the fiber-optic problem and I understand. But that still does not excuse the poor customer service I received from the PUD or the fiber-optic provider.

We are a small community and the PUD is always around fixing, checking, or helping the community with their energy needs. They also provide and maintain nice park areas on Lake Chelan and the river.

My power bill is super cheap and the service works great. I love the PUD.

I would hope that Chelan PUD would keep looking at ways to keep rates low but improve and add on services, such as the fiber-optic services. Also, they need to look at ways to make money on energy overages and resources, but not at the expense of people in the Chelan PUD area. Sell the over-produced power, but don't sell it if we need it.



Keep up the good work.

Involve the local community in the PUD more than the commissioners. Stop using incentive tactics, like rebates, to outsource unused energy for your own profit.

We are in the Chelan area only for recreation, but were here during the firers last year. The PUD, along with other agencies, provided great support to those of us affected by the firers. The PUD kept information flowing and we knew what to expect, when we were able to go back to our homes. We were not too damaged, but the neighbors had extensive damage and they reported to me that the PUD was right there to help with temporary repairs, making sure that power was not an added worry during the cleanup.

The actual electric service from the PUD is excellent. Price is great, power is rarely interrupted. My problem with them is that they waste money on parks and playgrounds that they shouldn't be.

Keep rates low, please.

They really try to give me information on the water quality issues, like Lake Chelan water levels. They provide other environmental and energy information as well. The information gives the whys, pros/cons, and numbers for these areas. An example is the Lake Chelan water levels. The levels are governed by hydro power production needs, irrigation needs, and recreation/tourist needs. The information from Chelan PUD, on this issue, gives me all I need to understand the issue and realize it is not a simple one.

I am satisfied with the services and rates from Chelan PUD and have no concerns with them or their customer service. I find them satisfactory and have had no issues that come to mind. They give basic power services at good prices and if they just keep that available to the Chelan County area, it will be all I can ask of them.

When I sold my second property they gave me a readout of information on usage over the last year for that condo. They gave me a comparison of my unit's usage to others in the condominium. These read outs helped to sell the condo, possible buyers found the power usage info a helpful tool for deciding if the property fit their budgets. When I sold the condo, they helped me with transferring the account.

Overall, they're doing a pretty good job.

It would be helpful if they were to tell us how much electricity we used last year at the same time so that we can use the information. I feel that it would help us become more energy efficient.

I wish that the PUD would keep rates as low as possible, but keep the quality of services high. They are doing a fine job of these things, but issues, like what to do with extra power, are always needing to be considered. The ways Chelan PUD could use that extra power for profit, but still always have enough power for our needs is one of the biggest challenges facing the PUD today. I do not have any strong feelings on what actions to take about the issue, but I would like to have some presentation from the people working on possible solutions to have an informed opinion.

I would like to get more information in Spanish mailed to my home. It is hard to understand the information I receive, because I don't understand it. I also think our bills are very high.

At 84 years old, I do not worry about the future and I have no complaints or concerns in the present. I hope that Chelan PUD keeps the great service personnel at the office here in Wenatchee. I go there every month to pay my bill and they always make sure I understand my bill. The girls there also help me to understand informational handouts about the plans for the PUD programs available, like rebates.

They need to keep growth controlled so that they keep their small customer-owned identity. I think that they have gone to the big government and business side too often in recent decisions. Such as energy efficiency issues, both for the environment and actions that no longer protect it. The fires this year caused power outages that often resulted in poor energy efficient or environmental fixes for the sake of fast fixes. These repairs are now accepted and are not being upgraded to established requirements before the fires. An example is the power poles were replaced with temporary poles and are still in place, with no plan to replace them.

I have been very pleased with the PUD. They keep me warm and very comfortable. I have done my best to be economical, keeping the thermostat set low and putting on a sweater if I am cold.

No, I appreciate that they are consistent and inexpensive.

I have found that Chelan PUD is always helpful and they respond quickly. We had a tree with wires in it. Within three hours, the PUD had sent a repair person out to us and he had it taken care of. It was done without charges and they cleaned up all the mess. Before leaving, the repairman made sure we understood what they did and why. It was important to him that we were satisfied with the job. I feel that we are truly owners of the PUD, not just customers.

I am a vacation home owner in Chelan and the PUD so outshines my power provider at home in Seattle that I have nothing bad to say about them. The only place they have fallen short is the fiber-optic service that was promised and has never materialized. We were able to access information on the fires last summer on the website and when we were evacuated from the Chelan home the PUD kept us informed during that time as well.

We are in Lake Wenatchee and we have multiple power outages, which is our main concern.

I talked to a nice employee the other day ago when the neighbor had a water leak. He was up there with all kinds of equipment fixing the neighbor's leak. I'd like to not have the heat pump out in the winter, if there was anything I could do to improve the energy efficiency of my home.

Just keep it coming.

Train your staff so they can better assist angry customers. Recognize the staff that work behind the scenes, such as customer service representatives and the guys out there on the power poles.

They need to communicate information about events in the Chelan PUD area to part-time residents that do not have access to that information. The fires this summer were covered by national and state-wide news services, but they did not report on issues that property owners needed to know or respond to. The only way we could get any reports on our property and any issues from the PUD that needed our input was by contacting people in the Chelan area. A contact through our email would have been great.

I would encourage Chelan PUD to continue efforts to conserve energy and improve the environment while producing energy at levels needed for the area. They should focus on keeping pollutants in the air and water to a minimum.

I like that the rates are lower than at my home in Tacoma. We are going to retire at our cabin in Entiat and do not have any reservations about Chelan PUD becoming our full-time energy partner.

The website for Chelan PUD is not easy to locate. If you type in chelancountypud.org, several different sites pop up on the internet, which makes it hard to figure out which one is the actual website. The PUD needs to make the website a bit more user-friendly when it comes to bill paying. It is difficult to figure out which site to go to just to pay the bill.

My electric service, no. Theirs, stop giving so much of the energy to Canada. That's why our rates don't go down at all.

I do not understand the strategic plan project. There needs to be more open meetings and sharing with the public on what the plan is. The plan needs to be shared in a way that the public can give input on the plan. Then the PUD needs to follow through with the input it's receiving and the plan needs to be made public. There needs to be a public presentation that gathers the public response to the plan. The last time I was aware of any plan process was two years ago. To the best of my knowledge, nothing further has ever been told to PUD members.

I have worked in construction for years and have had many dealings with Chelan PUD, as well as other power providers. Chelan PUD stands out as one that I have had no negative interactions with. The inspectors are always positive in their attitudes. They do not take the view that they need to find what you are trying to get away with. Instead, they assume you have done what the requirements of the job stated or you did not know what done was wrong. Then they work with you to correct it if needed. As any businessman would tell you, this cooperation saves contractors time and money.

It would be good if they had more information on their website in Spanish.

Mistakes on fiber-optic were extremely bad, but it was a while ago. I was extremely impressed with the strategic planning process.

X (they are a good company, I would recommend them to anyone)

I liked the fact that two years ago, when I installed a hot tub, they had noticed an increase in the bill and they contacted me about it right away. I think that they had thought it was a grow operation that I was running, as they seemed surprised that it was just a hot tub.

It is important to manage the PUD's debt so that rates are as low as possible.

I'm very happy with them.

I would like the PUD to keep rates low and add on more internet services. We also like the public service facilities that the PUD makes available for things like our home owner meetings. I also do not want them to give our power away to big industry, even if it is profitable. It would be fine with me if we shared our power with individuals, but not big business.

They never came out to look when the power went out, they just said, "Probably a squirrel." I feel like they try to overpower me because I'm a woman, if a woman calls I have the feeling it's meaningless to them. I do wish that the guys in Leavenworth responded better than just with a bunch of crap. That attitude soured me a lot. With all the trees there, electricity underground is preferable.

We really like this service and we hope that it will keep doing what it's doing

I felt that the PUD kept us informed good during the fires last summer. A few years ago, we had some pipes break and the PUD was out within two hours of my calling them and they worked into the night until everything was fixed and running.

Continue to stress clean energy.

No, I think they are doing a great job.

During storms, fiber-optic was knocked out of the mansions, they put money into the rich, not the middle class. Why didn't they spend money pulling the wire up two blocks? They always tell me, "No funding." Linemen work hard in the storms, I see that. They should absolutely not spend money putting in new meters, no new meters until everyone has internet. We can't move our business over and can't send kids to a high school in the area. We are part-time residents due in great part to the fact that we don't have internet.

I own three houses and one fourplex. I live in one unit of the fourplex and it is the control property. When someone moves, their bill transfers to the control account, which is my personal use. The tracking of all my accounts can get involved and I have found the customer service agents at Chelan PUD willing to help, but often they seem undertrained to answer questions as simple as the date that service was transferred to the control account and its balance at the transfer time. I do not know how unique my account issues are, but I would like to see some help from the PUD to streamline and make managing all of the accounts easier for me and the PUD. The way Chelan PUD handled the fiber-optic services still confuses me and I have gotten no definitive answer of what happened and what is the future for those services.

I'm just very grateful that we do have Chelan PUD and that it's the reliable utility that it is. They strive to do very well and I think they excel at that.

I have used the electric utilities in the Seattle/Tacoma areas, I expected to have more issues with reliability. In fact, Chelan does a better job. During outages and emergency times like this summer's fires, the PUD had up-to-date info available on the web and by phone whenever I accessed it and it did not matter where I was at. My only negative is that the website does not always have quick response to inquiries and I feel that there is more info, like what energy programs are available on site, but I have not been aware of them.

I had a new transformer installed by Chelan PUD to increase power for my outbuildings. It cost me eleven thousand dollars and I had no complaints or issues with the PUD's work or charges. When you spend that kind of money you are picky and thorough in looking at expenses and work quality. I have nothing but praise and recommend to anyone with an energy need or question to go to Chelan PUD and trust them.

Keep up the good work.

I'm really happy with it.

They are quick to respond to emails regarding billing.

While I am satisfied with service and professionalism, I would suggest they strive to be the absolute lowest cost provider in the nation.

Keep the power bill down so us struggling farmers can pay for power.

Fix the fiber-optic network the way it should be. It has no ability to work on any level since there are no cables in the tubes. Also, the management of the PUD makes way too much money for the job they do. They need to take a pay decrease and put that money into programs for the needy or elderly to assist with bill paying.

Their education services are great, they are always asking for opinions and input from the community.

In the 40 years we have lived in Manson, the power services have never been a worry. Last year's fires showed just how great Chelan PUD's service personnel are. They helped with the fire controls and responded to our needs fast and with all the information the customers needed for peace of mind. We did not have to evacuate, as we were not in the area, but we had complete and up-to-date info on the events from their website. The PUD did not just have their information, but had complete info from the fire lines as well.

The only suggestion I have is that the PUD needs to up the information it puts out for energy efficiency programs, like the appliance rebates. I know that they have lots of information available for the rebates and ways to get your house more energy efficient. But for customers like me, who pay by mail every month and have had few problems so have little contact with PUD, there is little incentive to become better informed.

They're supposed to be a PUD, not a corporation. There's a difference. Over the years, I've known a number of the employees because I used to work construction. They were really good at their jobs and friendly and easy to deal with. Office personnel to linemen, they're very good. I wish there was a backup system through Chelan PUD. I live in a house that has electric heat and I'm on a well. Backup is up to me. During the fires, I was without water for four or five days, which was quite understandable. I thought about it, I need to come up with an alternate source so that I can keep water here, but that's mostly up to me. Hey, maybe they'll buy me a generator.

Thank you for your service.

I do not always agree with the management of the level of water in Chelan Lake. I understand that Chelan PUD needs to control and balance hydro power needs with the ecology and recreation needs when determining that level and I have no suggestions for how they could do it better. I just sometimes feel that the power needs supersede the ecology needs.

Solidify management, rearranging everything doesn't seem to be very efficient. It's one of the best utilities, they would be better if they stuck with a GM for more than five years.

I wish they would allow solar power. They need to support renewable energy.

Keep on doing the good job and being available for the customers. We came on the grid in the last two years and the information provided by the PUD was very helpful. They gave us full information on rebates and other cost helps for upgrading appliances, windows, heating, and insulation. We felt they were on top of issues during this summer's fire season and we had any needed information as quick as the PUD had it.

They should finish installing fiber-optic in the rest of the valley.

I have no complaints or thoughts on how they could improve. I have enjoyed interactions with the customer service agents in the office and even when they do not know the information I am asking for, I feel I have had the best information they can give me. This summer, even at the height of the crisis, they always had any information I needed.

Keep up the good work.

We have an older home with original windows, insulation, and wiring. It also has a gas heater along with wall and space heaters. In the last three years, we have used the electric wall units and the space heaters to heat the home and the bills are less than when we used the gas heater. I have nothing but praise for the services provided by Chelan PUD.

I need to know if there is some kind of installment plan for a high bill. It'd be helpful to know if that is an option.

I hope that they do their best to keep the rates and the cost down.

The agent at the office has worked with me to set up finances for my power payments. She set up the monthly average payments so that I can budget ahead for power costs. I had to retire at sixty with disability and Chelan PUD worked with me to keep power on as I waited for regular income to come in. We lived in the Puget Sound area before Entiat and there is no comparison in my mind.

We were at the Lake Chelan home during the fires last summer and evacuated at one point. The PUD was part of the whole experience and provided us with information about PUD issues, as well as any other information they had access to. If there were any repairs needed, such as downed or burned powerlines and poles, they were replaced. The permanent repairs, at least in our area, were completed before winter. I really cannot think of any improvement to suggest. Just keep up the great level of service.

I am a retired electric company employee and worked in the Seattle area for twenty years. I have balanced expectations for any power provider and Chelan PUD excels in providing services for low rates and high dependability. Have not had to call about any issues in three years. My bill is accurate and the usage information understandable.

As a owner of recreational property in Chelan County, I have only praise for Chelan PUD. Their rates and the services you get for those rates beat those of my main home provider. I have heard from neighbors that are year-round residents that the service is at that high of a level year-round. I have heard no horror stories of lost power or long repair issues.

The building of the new substation here in Entiat has cut down on the power outages. What used to be a regular problem has been cut back to one outage in the last year. As a retired employee of Chelan PUD, I know that this is a real improvement for PUD for maintenance, as well as for us as customers. I hope that the PUD continues to work on improvements and upgrades for Chelan PUD.

No, other than that they do a good job in general but, since we haven't had any problems we can't describe how they work very well.

They should fix the flooding ditch across the street, it's ruining my cabin.

Chelan PUD provides awesome services and information, both on personal and professional accounts. I am an independent contractor and have had many conversations with fellow contractors all over the country. They cannot beat Chelan PUD and often are envious of my stories of the service and cooperation I receive from Chelan PUD. A transformer went down and our power was out. Even though the repair was not just the PUD's responsibility, the line repair team stayed on the job until late at night and all the services to us and others affected were restored. I really have no suggestions on how Chelan PUD could improve.

We have been totally satisfied. We have had no problems.

I would like to have more information on solar rebates and legislation.

Keep up the good work.

The website has a password issue. I can't recover my password. I haven't forgotten my login info, but the site seems to think I did. Rebates are hard to get hold of. Qualified vendors try to rip us off every time we try to get a rebate.

I'm a very satisfied customer. When I first moved here, one of the first things I noticed was how great the PUD is. Going back 50 years, it really feels like I'm part of a community that's thinking ahead.

I have been a customer since January 2015 and everything is going fine. The set up was fast and the service agent went beyond the needed service set up. She reviewed past power usages at my address and gave me an idea of what I could expect to pay monthly. As I was used to California winters and higher costs for power, this helped me greatly this last year to budget.

Billing comment, I would like a graph for the last year, including kilowatts per month. That way I can compare and save. Especially between last year and this year, month-by-month.

They need to reduce upper-management and get back to the public in PUD.



The cost of installation of electricity is way too expensive. They need to lower their rates when it comes to installing power to neighborhoods or housing developments. It's cheaper to have it installed out here in the middle of nowhere than it is to install it inside the city limits. That just seems ridiculous to me.

I think that they need to run more lines underground and remove a lot of the unsightly poles to help beautify the area. The PUD has been active in establishing parks around the area. I think that they have been working on fish hatcheries also.

We want to have fiber-optic up here at our house and according to what we were told, we have it up here. But I want to get it attached to my house. Several of my neighbors went on the PUD website and according to the site, we do not have fiber-optic cables up here. But I spoke to the men installing the wire, so it would be great if they could update their information.

I worked alongside the company at one point and they did a good job managing. I like the power, especially the hydro power, and our rate. I think the rates in our area for electricity are some of the most favorable in the US.

In 2007 I set up our account and service and thought they charged lots to set up service. But they have kept the low rates. We were in the Seattle area until 2007 and the costs of energy and services there were higher. I love the way the PUD works for the customer and not corporate profit. They have set up and they maintain areas for public enjoyment of the great nature and our local scenic outdoors.

I just want them to keep up the good work.

I am so grateful to have them as our utility. They have the lowest rates.

I like the way they care for the environment.

I would like better communication about the ongoing plans for the fiber-optic network installation.

Keep the land around the dam clear and keep rates low.

I'm very satisfied. Rate could be lower.

Just continue keeping the rates low. Power outages have never been a problem in my area so I feel as though they have done an excellent job of keeping our service in good working order.

Some of these trees need to be taken down while the weather is good so they stop taking out the power. Winter is always bad up here and we lose a lot of trees, which in turn takes my power with it. I don't really care if I have power or not, but I need the space heater working in my outhouse because it gets way too cold if it's not working.

They treat you well. They treat you like an individual. I go pay my bill and they're always polite, I never have to deal with a problem or anything.



They don't offer a solar energy discount. Elsewhere we lived you could buy alternative energy. Maybe they don't have it, I don't know. It might be nice. Depending on the size of your house, a casual comparison of the average usage of electricity. It just helped us all be more aware of how much energy we were using, which taught us to conserve energy more efficiently.

The PUD built the energy plan for this area with our needs in mind. They need to show profit, but should look at trying not to sell extra energy as we may need it in the future. I have no suggestions on how to manage this, but trust the experts at the PUD to do it.

No, I like the amount we pay.

They have always been friendly, knowledgeable, and very fast when I have had a problem. It has been a pleasure working with them in person. Whenever I had to have someone come out they were very prompt in sending someone out. I hope that they are able to keep up the good work. This survey has been similar to one that I had to do at work. I wish that more businesses would do this, as I think it is a very good idea.

Besides more information translated in Spanish, the company is doing a good job.

The refrigerator recycling program is no longer active and that was not well communicated.

One of the guys that I graduated from school with is the head of Chelan PUD. I helped them with their dams one year, it was a maintenance run, planting flowers, that sort of thing. I saw that they really cater to the fish migration. I think they're an excellently run company. The environment is very important to them, like with the migration of the salmon, they're just excellent stewards with the environment and customers. I'd assume if I had a problem, I wouldn't be a statistic to them, they'd treat me as a person and really help me.

As I have only been a customer for the last three years and it's for my lake place, I do not have many experiences with the PUD. When I set up of services, there were no snags. The PUD sent an agent to connect the power and they made sure everything was running and up to code before they left. Any outages or downed lines have not happened while I was at the cabin, but I have had year-round neighbors who keep watch and would contact me if they thought it was needed. They always, even with the fires this summer, have nothing but praise for the PUD and their actions in a crisis.

I definitely like the park pass that they send out every summer. I use that quite a bit.

The years we have lived here and dealt with the PUD there has been no need to interact with them other than paying the bill. When we turn on the lights, they work.

The window replacement company and the company that did outside venting were obviously the lowest bidders and not reliable. Not even a month after the work was done, the venting was poorly done and the company was not even in the area anymore. The windows are fine, but many of the company that came to bid was recommended by the PUD but the bid they gave me was high and unclear on the details. I went to a company recommended by my son. The bid was lower and I understood all the details before I accepted it. I have worked with the PUD on reporting these experiences and the PUD has taken action. The PUD customer service agent I worked with kept me informed and understood my concerns.

The automated metering system, I believe, was recently installed in my area. It seems like a good idea because we can get our meters read and other information more quickly. But people should still check for themselves, because machines oftentimes have problems. It might be a good idea to indicate that on the newsletter or something.

I cannot think of anything to suggest and can only comment that they keep on providing the cost-effective power services they do. The whole concept of a PUD is the best way to provide energy services, in my experience. I have lived three to six months in many areas of the state and I am always happy to come home to Chelan PUD.

I don't want to see our low-cost energy being used to benefit big corporations moving into the county. I don't want to see them taking all the low cost energy for themselves at the expense of the residents.

I saw a person yesterday looking at my house and she was checking the meter. When I asked her what she was doing she was very pleasant and explained what she was doing and why. She could just have told me and left. But I felt that she cared and she did give me the opportunity to ask any questions I had about what she was doing and why. I now think that I have a friend at the PUD.

I used to live in Seattle and I am glad I no longer have to pay their rates. Chelan PUD also out shines them on services. I have had few outages or repairs, but when they happen there is a repair done, often before I know of the issue. When they come out to repair things, like downed lines, the line repairman checks that there is nothing else needing attention before they leave. You do not get that kind of caring service from the bigger utilities.

We've had really good experiences. Five years ago we moved from Seattle to Wenatchee County. Here they respond, the customer service is nice and rates are much lower.

The cost for the service we receive is top notch.

I appreciate their response and their ability to take care of customers in rural areas.

I sure liked it better when they hired local and more rank and file positions, rather than managerial positions.

A tiered billing system that allows customers to choose when to use their power at the cheapest rates. Charges for high energy use operation businesses affect residential billing costs.

Squirrels keep blowing out our transformer and we have asked the PUD to install a squirrel cage to prevent this problem numerous times over a period of five years.

Pleas quit raising the rates.

Their online billing is really good. I also think the bills are really easy to understand. I also feel that, given the area that we live in, I would expect to experience outages more often than we do.

Get the fiber-optic to my house so I can watch television and not have to install satellite.

The service from PUD has been great. I have had little concerns with the power or the company. During the fires this summer, the PUD made sure that all the information on where outages were and timelines for repairs were on the news, in papers, and from calls from the offices.

I feel that, when working with people in the community, and this is not my personal opinion but the general consensus, is that they have a tendency not to take responsibility for things that go wrong. They look to place the blame on others.

The only problems that we seem to have with them is the trees or the branches that they need to cut down have not been cleaned up. We have had to remove them and/or burn them ourselves. We were very impressed with the promptness of the service that we had gotten after the ice storm.

When I lived in Seattle, they had an appliance you could use that would tell you where exactly energy was being used and I wish we had that here.

They should be more proactive in removing at-risk trees from falling on power lines.

I wish that they would continue finishing the fiber-optic network in Chelan.

Just keep the rates low, everybody's always concerned about saving the world. Chelan County PUD has done its part, keep the rates low.

I'd really wonder if their protocol is followed when it comes to winterizing the water source north of my home.

We have owned the lake property in the Chelan area for thirteen years and I remember no problems with the PUD. There has been the occasional blinking microwave clock when we have arrived at the cabin, but I do not remember that happening while in residence. I know that my year-round neighbors have few, if any complaints about the PUD. The only concern I have heard expressed is from people right on Lake Chelan. That is about low-water levels during July and August due to drought conditions and the dam water requirements for hydro power production.

I've been with them one year and have had no issues, not even a short outage. I was impressed with the prompt service to install the fiber-optic services. The rates are half of what I paid my former power utility. We were building and not living in the house during the fires last summer, but I was impressed with the complete community outreach Chelan PUD did and encouraged their people to do. They had information at PUD locations, as well as at many public places like the library and any place emergency services were handled. The information was available both in print and by PUD employees at these locations.