

CHELAN PUD CUSTOMER SURVEY



March 2018

Executive Summary Report

Robinson Research conducted 402 surveys with Chelan PUD customers between February 21, 2018 and March 3, 2018. This is the third iteration of the survey.

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METHODOLOGY

Robinson Research was commissioned by Chelan PUD to conduct a telephone survey with Chelan PUD customers. This is the third wave of the survey (the first was not conducted by Robinson Research); previous waves were conducted in February/March 2014 and 2016. The history of Chelan PUD surveys dates back to participation in the statewide Washington PUD Association surveys of the 1980's. For three decades, Chelan PUD specific variations were mostly based on those Washington PUD studies. The overall purpose of this study was to evaluate customers' attitudes and perceptions regarding Chelan PUD. Robinson Research has conducted several similar surveys for Chelan PUD since 1991.

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

For this study, 402 interviews were conducted with Chelan PUD customers at Robinson Research's facility in Spokane, WA from February 21, 2018 to March 3, 2018.

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 402-sample survey has a margin of error of +/- 4.86 percent, which means that, in theory, results have a ninety-five percent (95%) chance of coming within +/- 4.86 percentage points of results that would have been obtained if all Chelan PUD customers had been interviewed.

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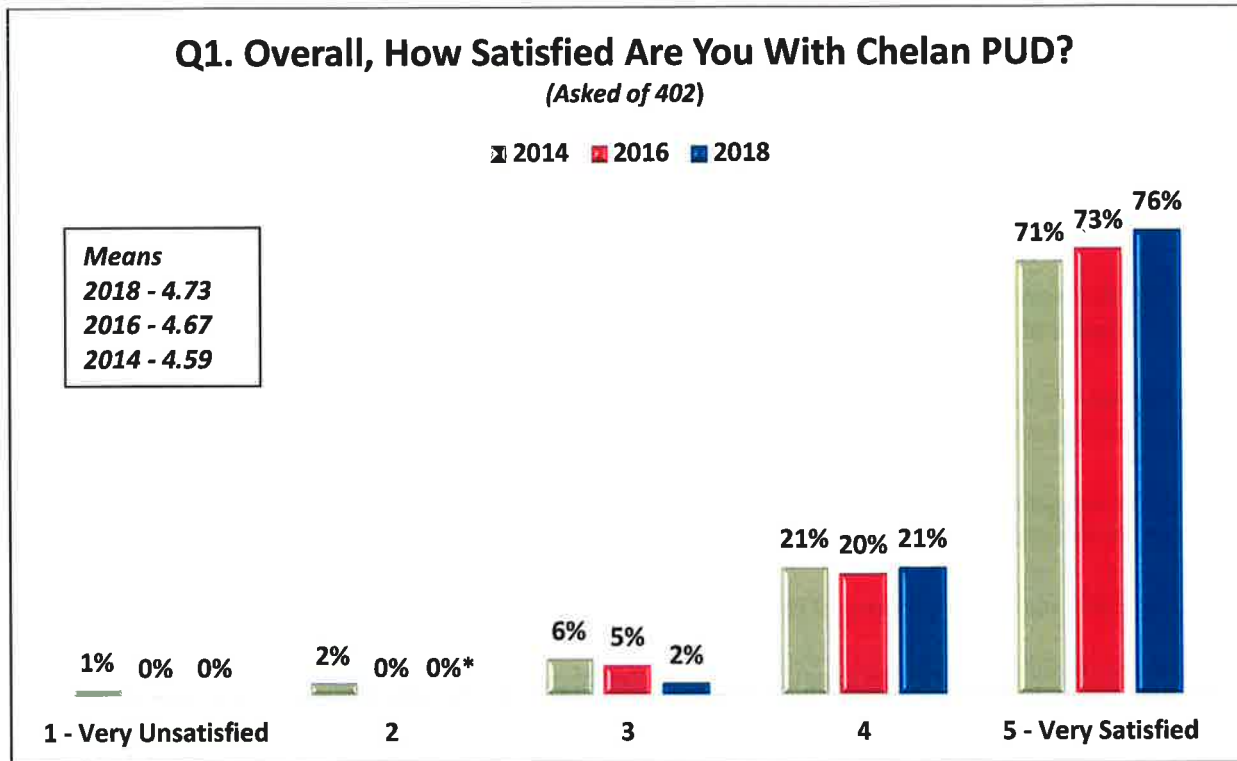


KEY FINDINGS

- The overall findings of this survey are remarkably positive, comparing favorably to the 2016 replication.
- Nearly 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, and outages, but the number of customers giving low ratings was too small to support analysis.
- The most often cited reasons for giving a higher rating were low rates, few outages/fixed quickly, experiencing no problems
- Only two respondents rated their satisfaction with the overall reliability of their electric service below the midpoint of a five-point scale
- Three-fourths rated satisfaction with communication from the PUD at the highest point of the scale. No one gave it the lowest rating.
- Satisfaction ratings on four tested attributes of communication from the PUD all showed mean scores near the top of the scale.
- Four tested positive descriptors of the PUD showed mean scores above 4.50 on the 5.00-point scale.
- Three tested positive areas of expectations all tested above 4.50 on the 5.00-point scale.
- Respondents generally showed interest in information about consolidating facilities for Wenatchee operations.
- A plurality (45%) preferred that only those who benefit from underground line installations should pay for them.

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".

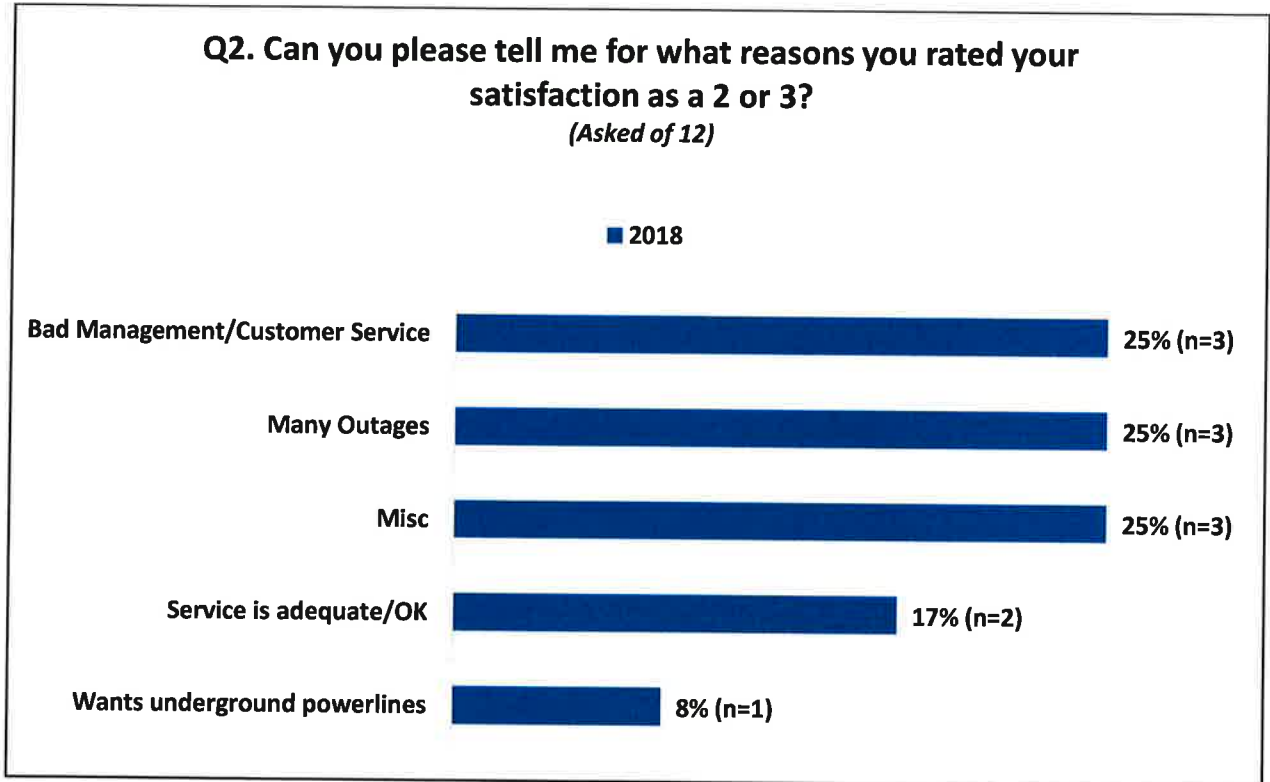


*There were only 2 responses for "3".

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

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

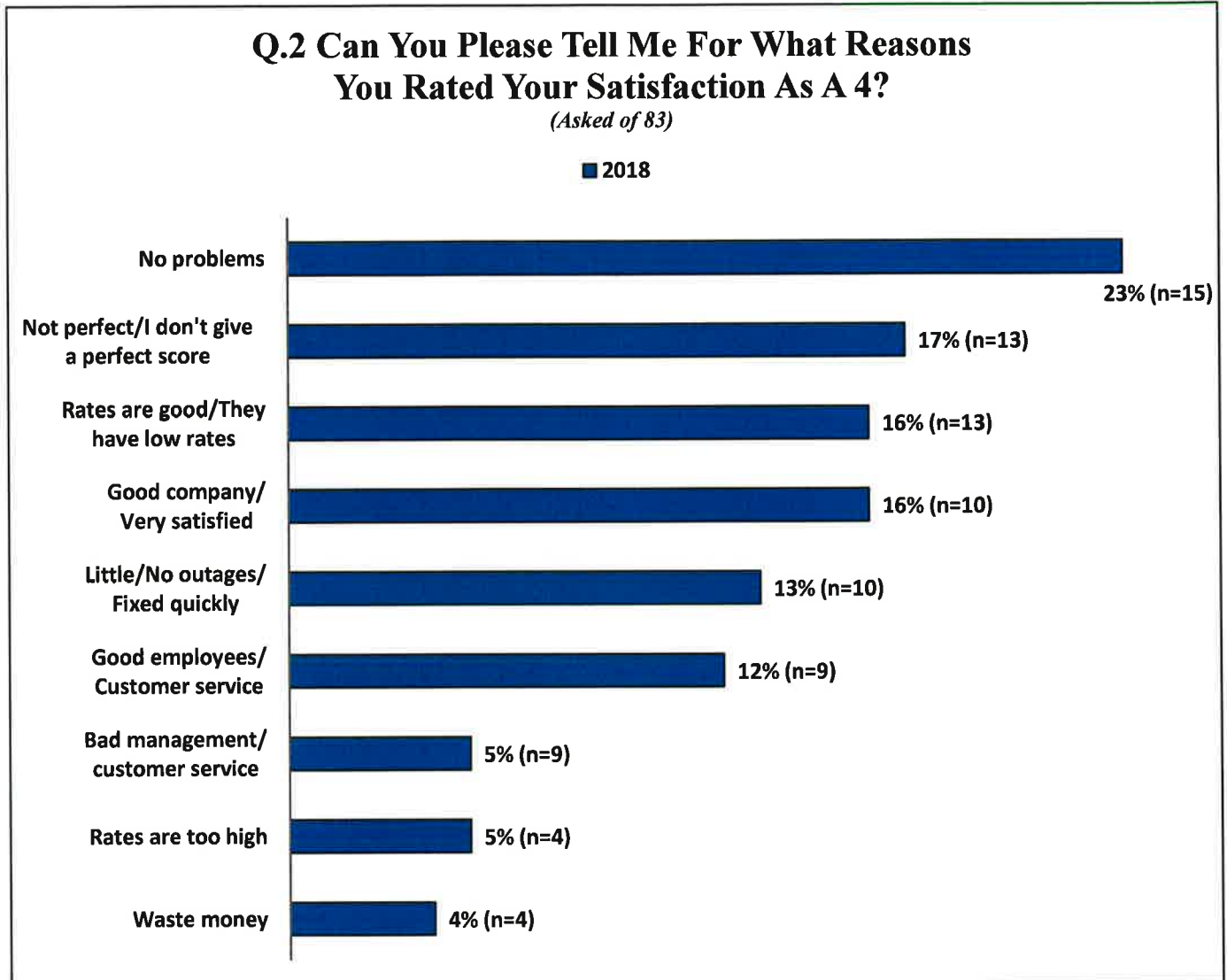
This question was asked of respondents who rated their overall satisfaction between 2 and 3 (n=12). There were no responses of "1". Responses to this question were captured verbatim and coded for ease of interpretation. Multiple responses were accepted, and the complete responses can be found at the 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?

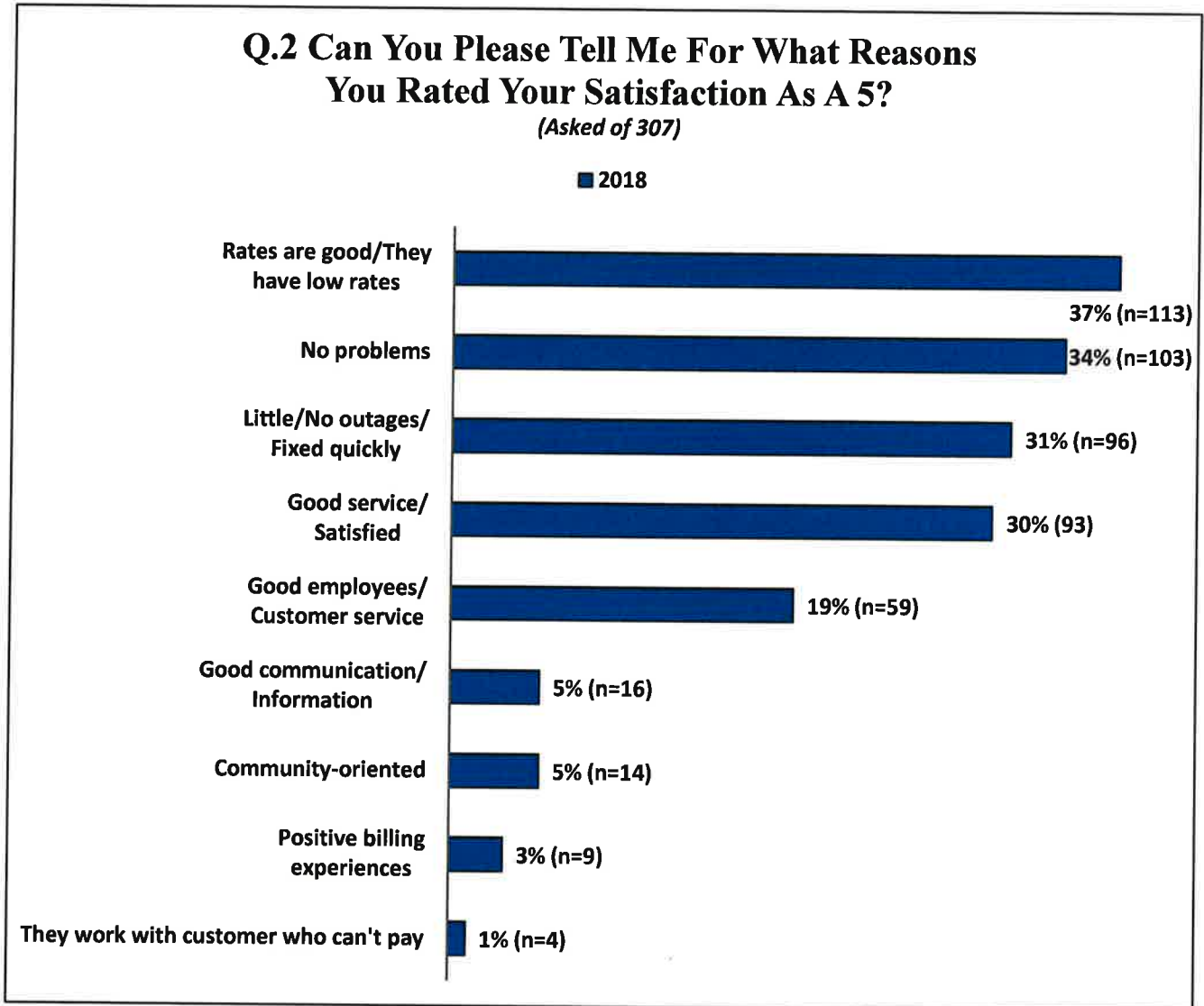
This question was asked of respondents who rated their overall satisfaction a 4 (n=83). Responses to this question were captured verbatim and coded for ease of interpretation. Multiple responses were accepted, and the complete responses can be found at the end of this report and are recommended reading.



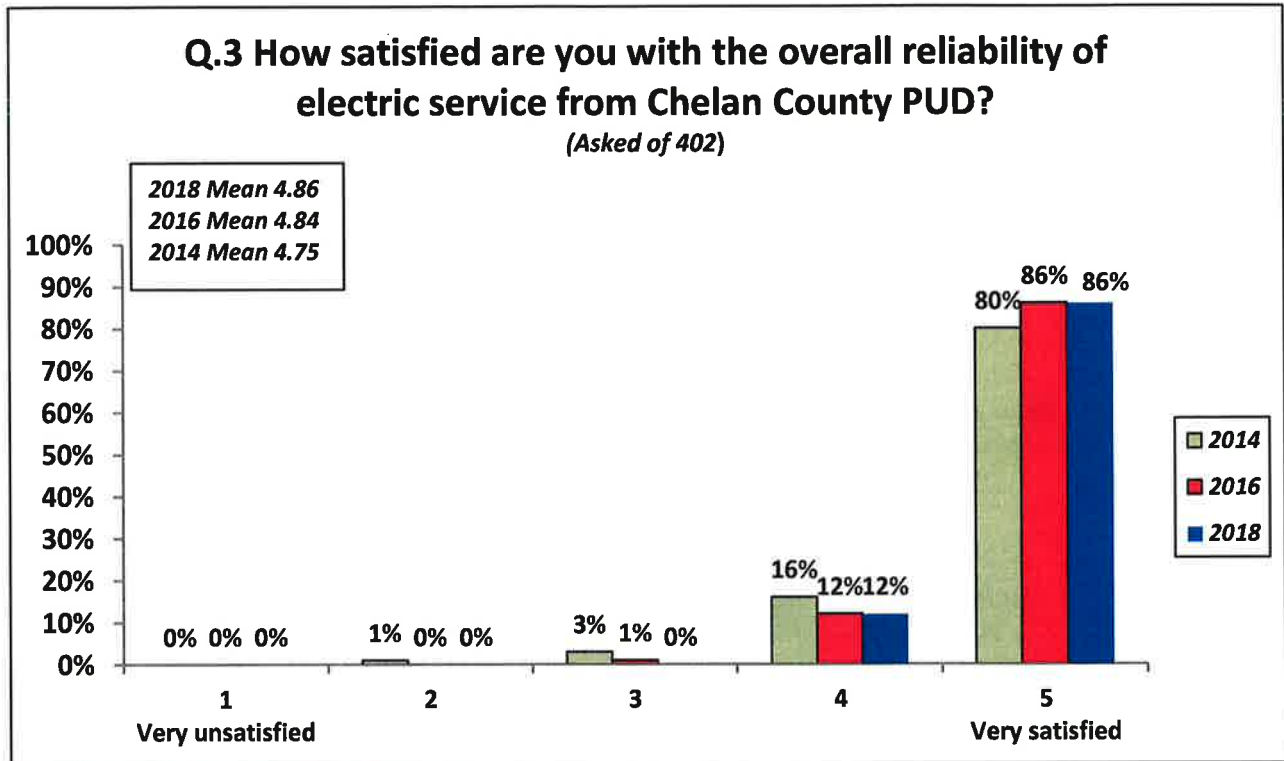
One in six (17%) of the respondents who rated their satisfaction as a 4 said it was because no one is perfect/they never give a perfect score.

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=307). Responses to this question were captured verbatim and coded for ease of interpretation. Multiple responses were accepted, and the complete responses can be found at the end of this report and are recommended reading.

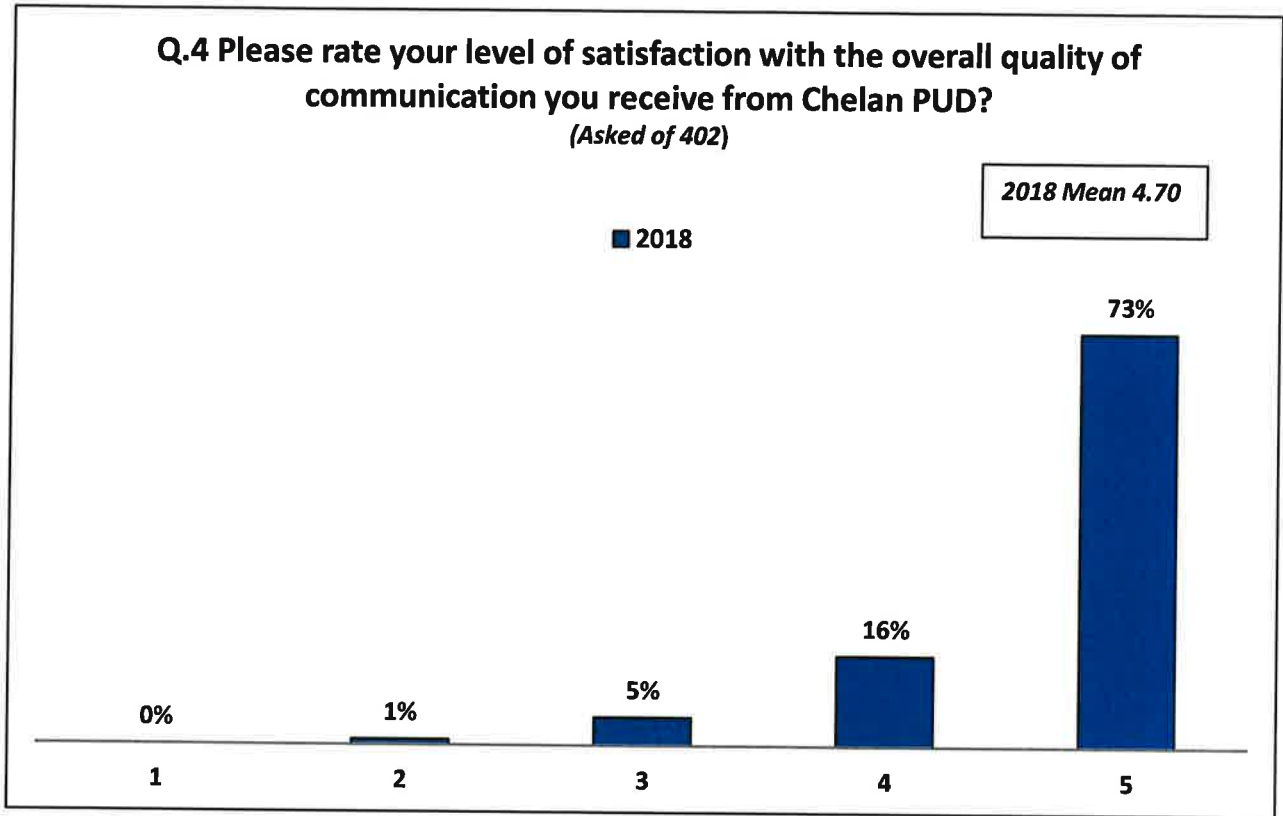


Q.3 How satisfied are you with the overall reliability of electric service from Chelan County PUD?



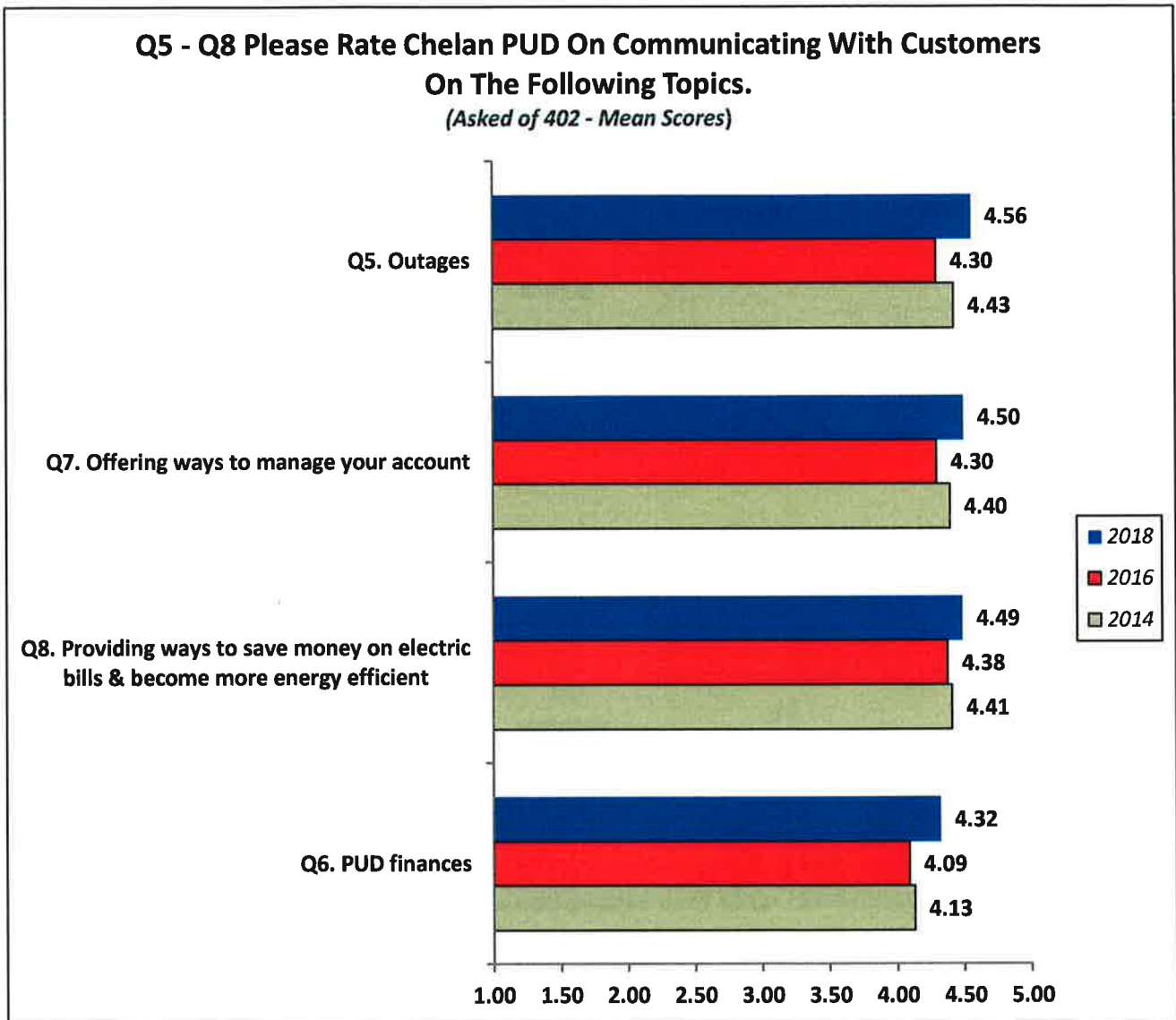
Responses spanned the tested subsets quite evenly.

Q4. 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?



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

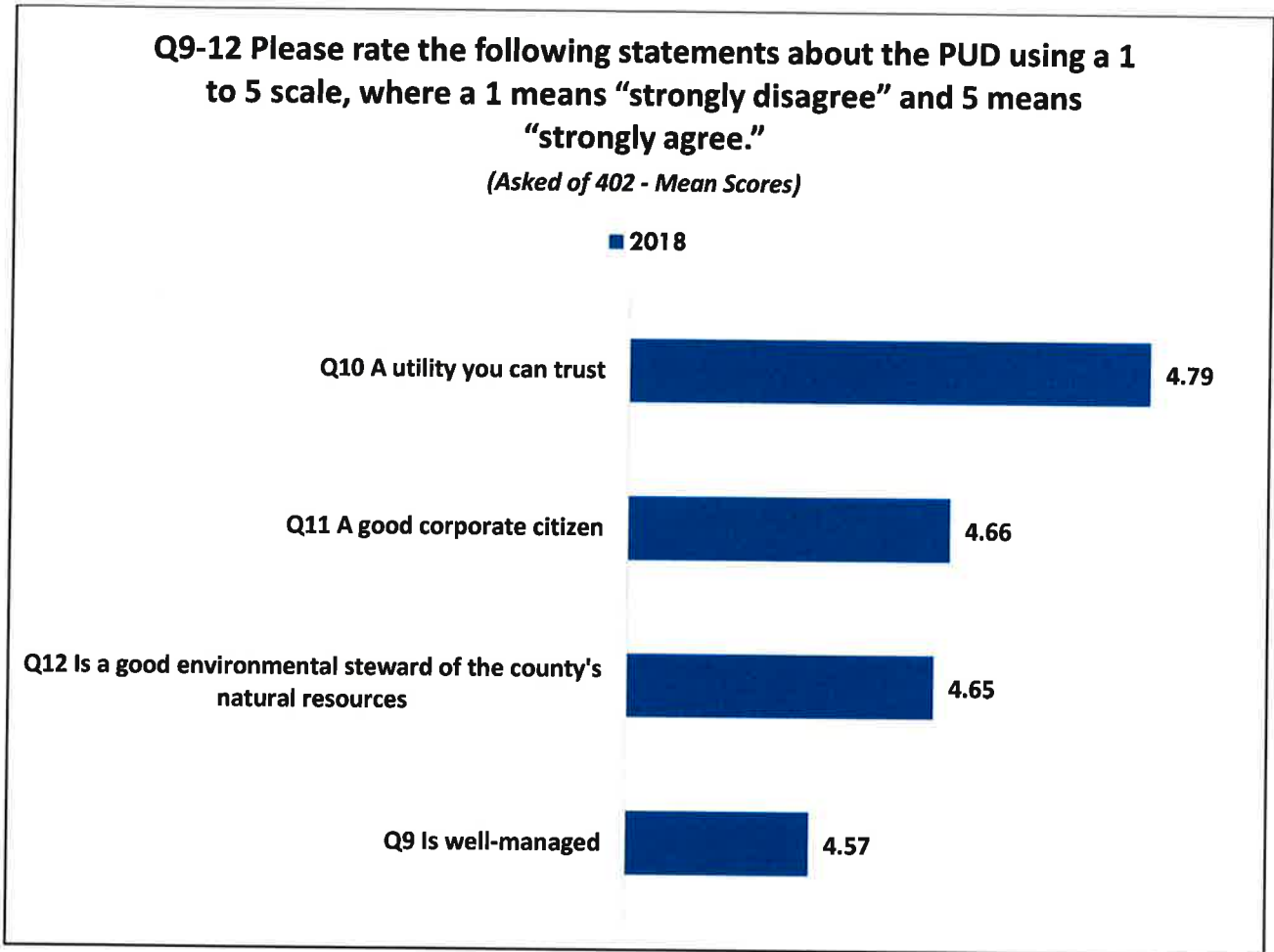
Q5.-Q8. Please rate Chelan County PUD on communicating with customers on the following topics, using a 1 to 5 scale where 1 is “poor” and 5 is “excellent.”



Q6. PUD finances – Responses include 29% “Don’t know”. This suggests that the mean score may be largely based on scant knowledge.

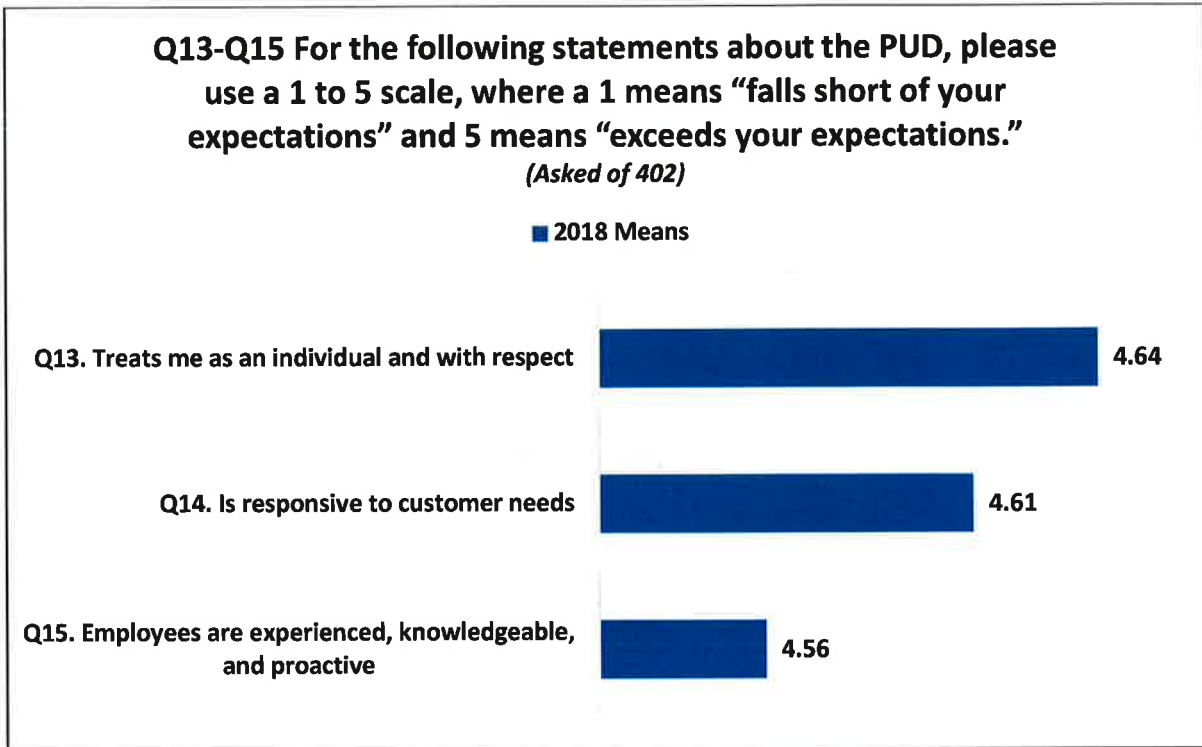
Responses spanned the tested subsets quite evenly.

Q9-12 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”.



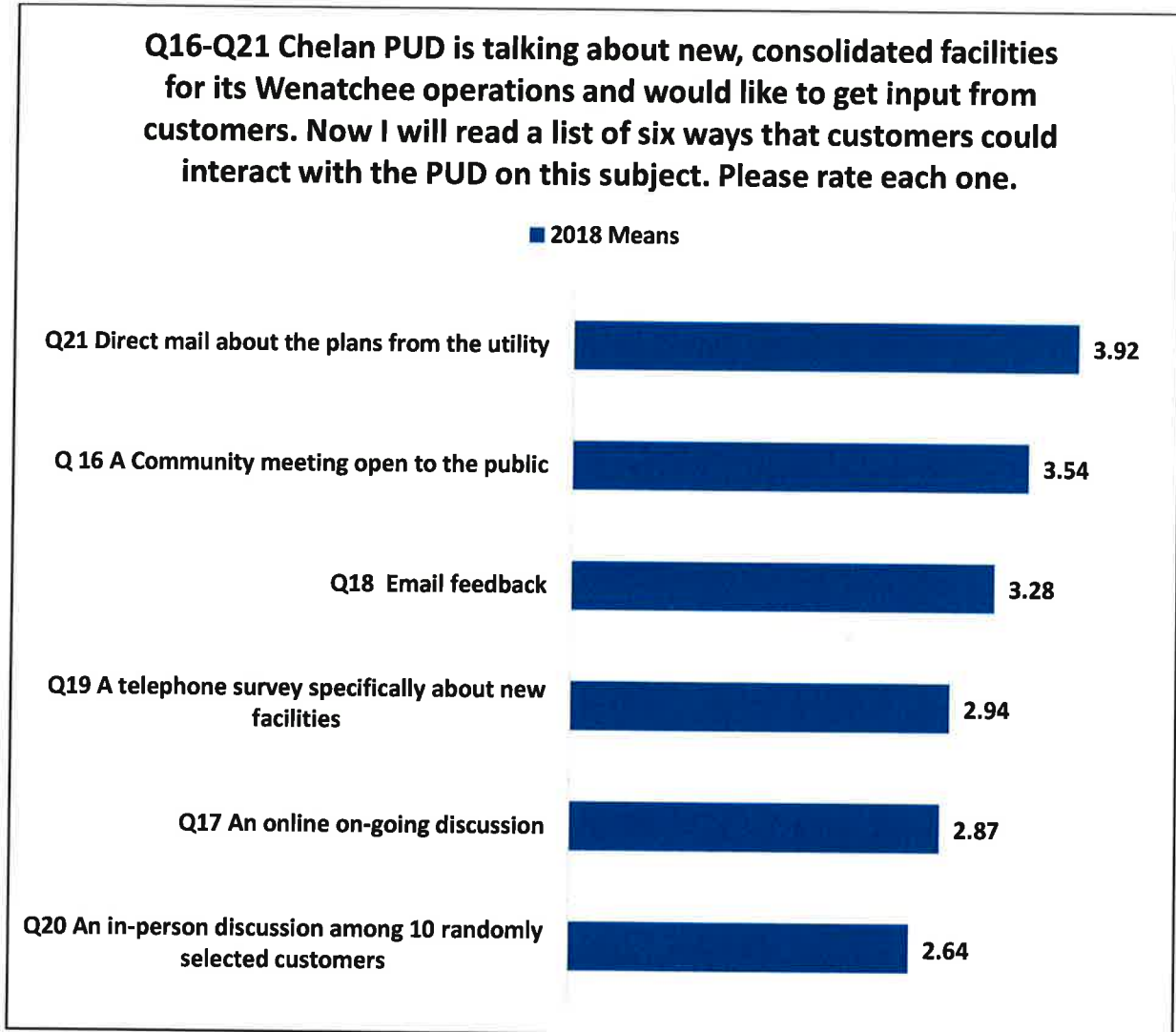
For all four statements, the mean score was above 4.50 on a 5.00-point scale.

Q13-Q15 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.”



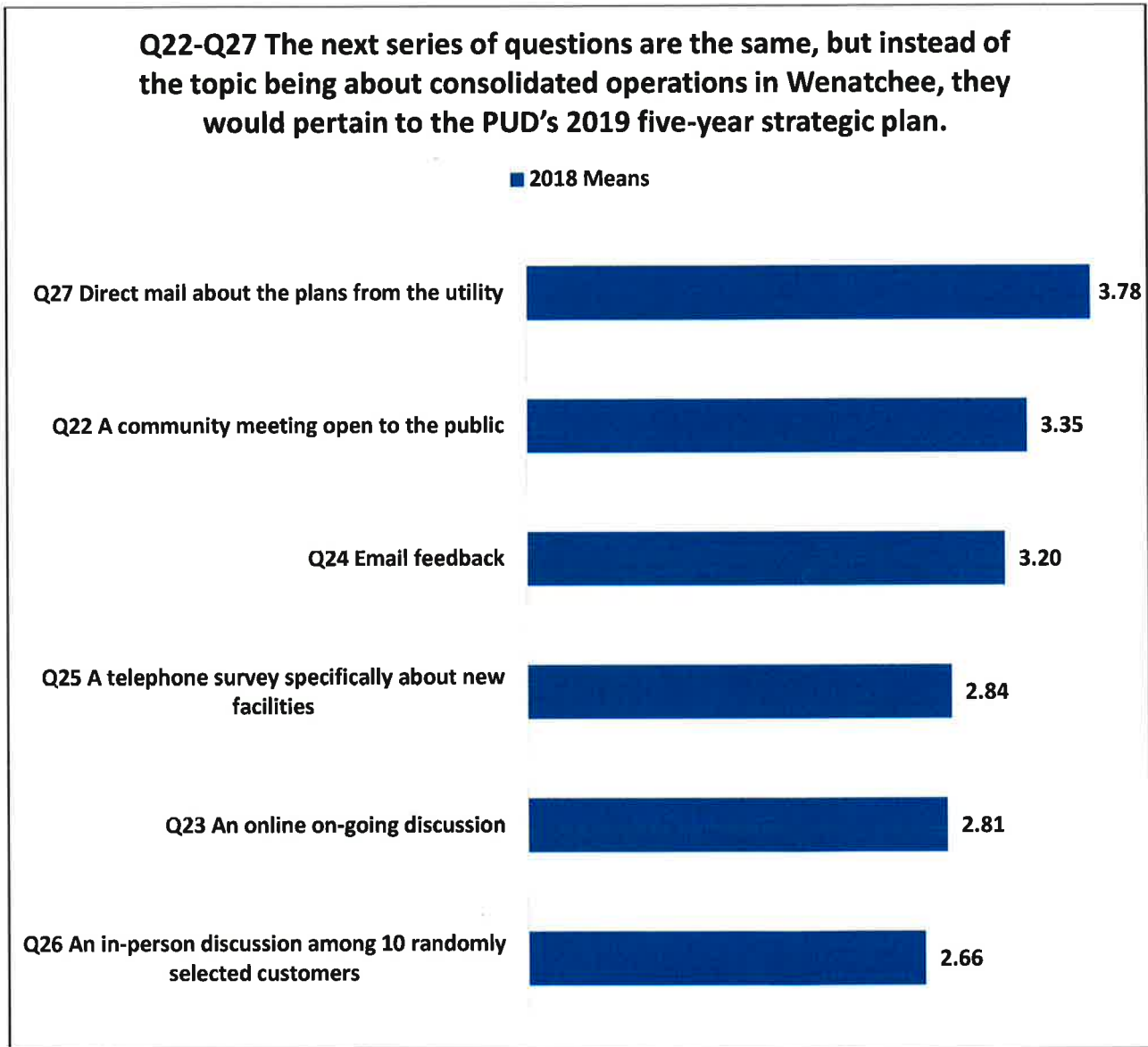
For all three statements, the mean score was above 4.50 on a 5.00-point scale.

Q16-Q21 Chelan PUD is talking about new, consolidated facilities for its Wenatchee operations and would like to get input from customers. Now I will read a list of six ways that customers could interact with the PUD on this subject. After I read each one, please choose any number on a 5-point scale where 1 is “Not at All Interested” and “5 is Very Interested”.



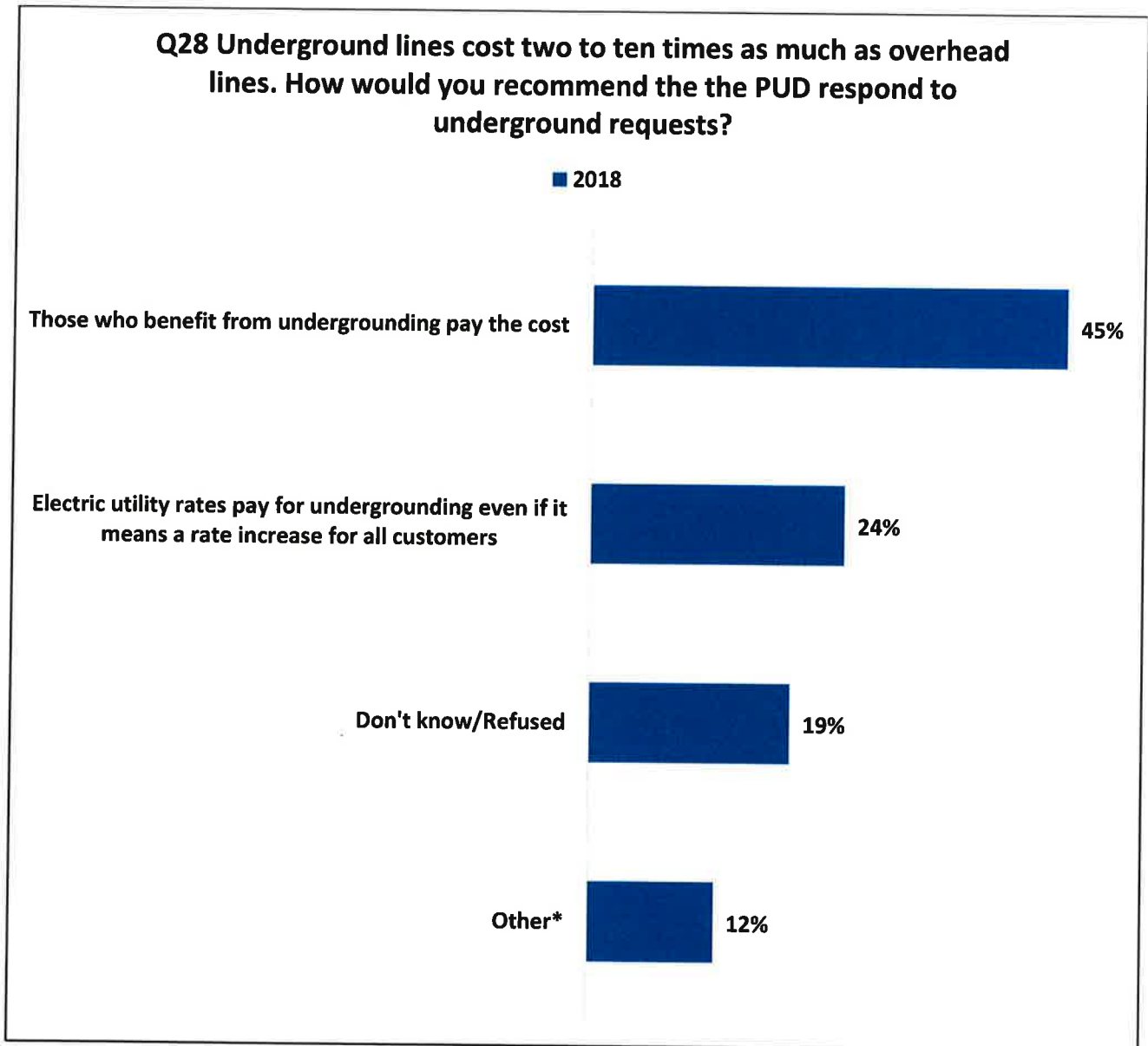
Take the direct mail purported interest with a grain of salt. Direct mail is often preferred because it is so easy to throw away with no effort and no human interaction.

Q22-Q27 The next series of questions are the same, but instead of the topic being about consolidated operations in Wenatchee, they would pertain to the PUD’s 2019 five-year strategic plan. After I read each one, please choose any number on a 5-point scale where 1 is “Not at All Interested” and “5 is “Very Interested”.



Take the direct mail purported interest with a grain of salt. Direct mail is often preferred because it is so easy to throw away with no effort and no human interaction.

Q28 For aesthetic reasons, some customers believe that electric power lines should be placed underground whenever there is a need to upgrade the line. Underground lines cost two to ten times as much as overhead lines. How would you recommend the PUD respond to underground requests?

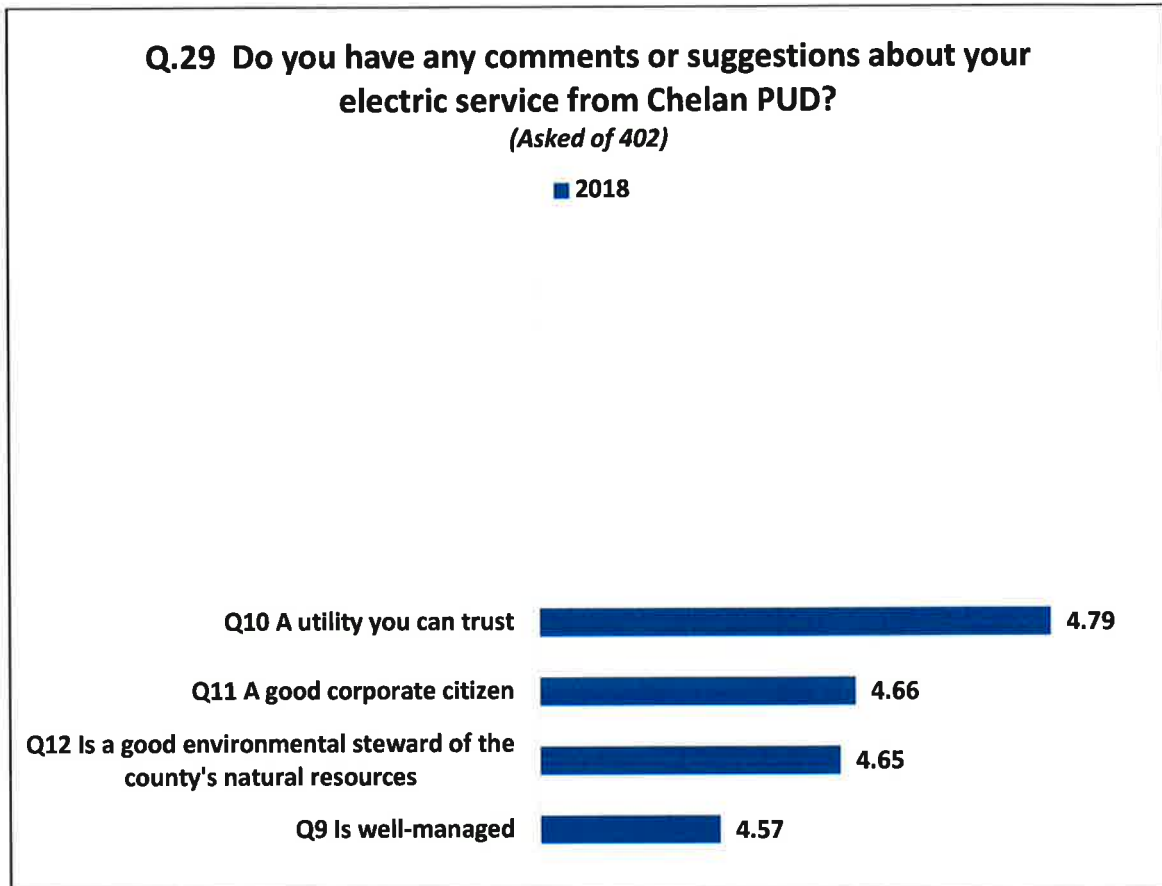


**"Other" responses were captured verbatim and can be found at the end of this report.*

Opinions about how to pay for underground lines spanned the tested subsets quite evenly.

Q.29 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. Multiple responses were accepted. The complete responses can be found at the end of this report and are recommended reading.



**Responses to "other" were captured verbatim and can be found at the end of this report.*

The number suggesting putting wires underground was undoubtedly influenced by the fact that the topic was introduced in Q28.

DEMOGRAPHIC PROFILE

- The average respondent was 53.82 years old somewhat younger than the previous wave.
- 76% of respondents reported owning their home
- The average respondent had received 14.74 years of education
- The average customer reported being a PUD customer for 28.63 years
- 76% of respondents reported being full-time residents
- 50% of respondents were male (gender quotas were employed)

Ethnicity: (A minimum of 20% Hispanic quota was employed)

- Caucasian 70%
- Hispanic 20%
- Native 0%
- African American 0%
- Asian 0%
- Refused 10%

Area:

- Wenatchee 48%
- Leavenworth 16%
- Chelan 14%
- Cashmere 8%
- Manson 6%
- Malaga 3%
- Entiat 3%
- Peshastin 2%

Landline vs. Cell*

- Landline 26%
- Cell 71%
- Refused 2%

*Be aware that customers surveyed on landlines averaged 12 years older than customers surveyed on cell phones, aged 75 and older, only 4% took the survey on cell phones while among those 35 and younger, only 4% took the survey on a landline.

HISPANIC HIGHLIGHTS

- Non-Hispanic and Hispanic overall satisfaction scores were 1/100th of a point apart on a 5-point scale.
- Thinking specifically of the reliability of their electric service, Non-Hispanic and Hispanic customers were only 1/100th of a point apart on a 5-point scale.
- Concerning measurements of overall quality of communication, received from the PUD, Non-Hispanic customers were 4/100th of a point higher than their Hispanic counterparts which is an insignificant difference.
- In agreement with descriptors, Hispanic customers gave a rating of 4.61 compared to 4.58 among Non-Hispanic customers which is an insignificant difference.
- In agreement scores for the descriptor *A Utility You Can Trust*, Hispanic customers gave a mean score of 4.82 compared to 4.78 among their Non-Hispanic counterparts which is an insignificant difference.
- In agreement scores for the descriptor, *A Good Corporate Citizen*, Hispanic customers gave a mean score of 4.71 compared to 4.66 among their Non-Hispanic counterparts which is an insignificant difference.
- Agreement mean scores for the descriptor, *Good Environmental Steward of the County's Natural Resources*, Non-Hispanic customers, and Hispanic customers showed mean scores within 1/100th of a point on a 5-point scale.
- For the descriptor, *Treats Me As an Individual and Treats Me with Respect*, Non-Hispanic customers gave a rating of 10/100^{ths} of a point difference on a 5-point scale than did their Non-Hispanic counterparts.
- For the descriptor, *Is Responsive to Customer Needs*, Non-Hispanic customers gave a rating of 5/100^{ths} of 1-point higher than their Non-Hispanic counterparts which is an insignificant difference.
- For the descriptor, *Employees are Experienced, Knowledgeable, and Proactive*, Non-Hispanic customers gave a rating of 4.60 which is 11 points higher than 4.49 shown by the Hispanic customers. This was still an insignificant difference.

- In two series of rating of interest, in various communication methods, pertaining to consolidating Wenatchee operations and the 2019 Five Year Strategic Plan, with few exceptions Hispanic customers showed slightly higher interest across the board than did their Non-Hispanic customer counterparts.
- In a question pertaining to who should pay for undergrounding lines Hispanics were less likely than average to believe that the additional cost should be paid for by increasing rates for all customers.

HISPANIC VS. NON-HISPANIC DEMOGRAPHICS

- Hispanic customers averaged 20 years younger than their Non-Hispanic counterparts.
- Homeownership was 84% among Non-Hispanic customers compared to 59% among Hispanic customers
- Hispanic customers averaged nearly two fewer years of formal education than did Non-Hispanic customers.
- The average length of time of being a Chelan PUD customer was 29 years among Non-Hispanic's compared to 16 years among Hispanics.
- Hispanic customers were considerably more likely to consider themselves full-time residents and considerably less likely to consider themselves part-time residents than were Non-Hispanic customers.
- Hispanic customers showed 89% cell phone and 10% landline which is significantly greater cell phone use than were their Non-Hispanic counterparts at 67% cell phone and 32% landline.

RECOMMENDATIONS

- Do not expect the various satisfaction scores to improve every year – the study strongly suggests that the PUD is satisfying nearly every customer who is capable of being satisfied.
- In the next replication of the survey, split the five attributes measured in Questions 13 and 15 into five distinct questions.
- Be mindful of the fact that Hispanic customers appearing in the customer lists with working phone numbers may not be typical of the overall Hispanic community in Chelan County.
- Acknowledge that in most perceptions of the PUD, Hispanic customers are indistinguishable from the overall sampling.

VERBATIM RESPONSES

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

- They have a good price, but the power goes out too often. At least two to three times a month.
- We have had a lot of power outages. We have a lot of flare outs. I know that it is that we still live in a rural area and we are at the end of the line.
- They keep getting outages and causing their appliances keep getting effected.
- It's just ok. (Probed and clarified) No.
- I'm neutral.
- I'm not really happy with them at the moment.
- Have had questions with billing and charges that the customer service agent gave quick answer and then replied "that it was just that way "when I requested further clarification. This has happened enough to be a service expectation on my part, but I have had very quick and through service and information more often than the poor response.
- I rent but I am responsible for total bill. I do not get it from PUD. My landlord just tells me what I owe. I have no way to know if I am using more each month, but it always seems to be more each month. If a monthly or quarterly report would be mailed or made available to address using the power along with info for programs about energy saving and other services, it would be very useful.
- I don't feel that they are duper great or super bad, just down the middle.
- Because they are very egotistical, and they are not good in planning. Their service is ok, but they try to short change you when it comes to construction.
- They are equal to other places I have lived, nothing superior.
- I want power line underground. I also want them to bring the lake waters up sooner, so they have time to warm up before summer.

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

- I never have any problems with the PUD, but there's always room for improvement.
- Had some dealings recently, it was very prompt.
- I find them to be reasonably priced. We have had no problems with them, and little to no interaction with them.
- They are the only option.
- I feel that they have been a good company to work with. Apart from some outages that we have had. There have been no problems.
- There are lots of overland lines and power outages.
- Everything is working fine. I think they have good service.
- Because usually the power is on and working.
- No particular reason. I really do not care about the PUD, as long as my lights turn on when I flip my switch I'm ok.
- We have good rates. It seems that our rates are going up even though we have cheap power. Unsatisfied because rates are going up and because paying an outside entity to do a phone survey.
- I feel that there have been a lot of outages in the area. Most of them were through the last summer. I feel that they were able to get them resolved in a timely manner.
- The service is pretty reliable and affordable.
- Second best I have ever had Grant county is the only one that is better.
- Never had any problems with them.

- Probably just because I think that I don't feel that they read the meters as often as they are supposed to and the guesstimate the bills. The bills just sometimes don't make sense. But if you have power you need to go to the PUD. But I don't feel that they read the meter as much as they are supposed to because often the bill is higher than it should be.
- For the most part, they are good, but every once in a while, the power goes out. Otherwise they would get a five.
- Rates are good but always room for improvement.
- I've never had any issues with Chelan PUD. Customer service is great they have the lowest rate in the state, and at the moment I'm getting upgraded.
- Good rates and service is great.
- I never have a problem with outages and it's very affordable.
- Second cheapest electric grid in the USA. Pretty good reliable power.
- No, I don't have anything to say.
- I've been satisfied with their service.
- Just the way they operate. There are some things I don't like about the way they do things. It's just a personal thing.
- I really have nothing to complain about it. The reason that I gave them a rating of four is that no one is perfect.
- It sounded like a good number to give.
- The cable sometimes is not very good, but overall, it's pretty good.
- Never had any problems.
- There's always room for improvement.
- I really haven't had any dealings with them. I recently moved back to the area one and half years ago from Bellingham. They were very polite and helpful when I started up my own account, and when I have had to call in with questions they have been wonderful.
- Because our bill jumped \$40 a month and I didn't get a graph or explanation for that large a jump. And nothing has changed in my house. Went from \$100-\$145 per month. Sometimes they give a graph about usage. I never get any more explanations.
- It's pretty inexpensive I like the price, no problems with power outages, but management can be better.
- Everyone has got room to grow. I don't say that they are perfect.
- I'm not sure, there's no major problems.
- Overall, they provide a great service, there could be a bit more clarity on understanding what exactly the PUD is responsible.
- I don't really know that much about them.
- There's always something to improve upon.
- I don't know, they've always been adequate, they are quick to respond, and their billing system is easy. During the Ice storm, they were very fast to fix that.
- We live up in the boonies so we never got fiber internet, but we have Wi-Fi set up.
- My only complaint is the outage we had and my husband could not find the PUD phone number.
- We don't have fiber yet and we want fiber.
- Nobody is perfect, but they are a good service. (he doesn't give 5's)
- There was an issue with putting powerline underground and the opted not to which the customer didn't agree with.
- I don't like some of the expenses like the roll out of the fiber.
- It mostly has to do with knowledge about past decisions that the board made, of commissioners made. That has to do with auxiliary diesel generators that they bought, when they didn't have the money to buy them, which was a bunch of nonsense. I'm not up on the current board. I'm in Hawaii and not in Wenatchee for a while. Concerned about Smart Meters and the impact on citizens. PUD commission

meeting went and expressed opposition to that and told that the PUD doesn't operate them at this point.

- They give good service.
- Prices.
- Great about not having very many power outages, and the lowest in the nation.
- Good company I have no problems.
- Because she doesn't know why, she's just satisfied.
- The rates are affordable and less than other areas of the state. Customer service is fine, and they always answer my needs and concerns.
- The power turns on when you need it to and the staff at PUD are available to fix it right away. There are no costly surprises on your bill and you can get help with understanding charges and paying it over phone and at PUD office.
- I talk with the chief guy of the PUD a couple of years ago and he said nothing will increase in five years, but they are already increasing the prices.
- They never have any problem or anything like that.
- Overall, the bills are affordable. Everything runs smoothly and well. Maybe there could be some adjustments in the winter to make it more affordable.
- Have had no problems and they were easy to deal with when we set up our account and services two years ago.
- I didn't have a problem until recently when I was charged incorrectly on my bill this month. Otherwise I would have given them a five. But I will call them and get it resolved.
- Have only been in area 6 months but was impressed with the service I received for setting up account and services to my apartment. Costs of power seem to be better than where I lived before and I hope that continues.
- I am an elderly widow and have had very little troubles with my power. Costs seem fine and I am often not aware until clock is blinking that the power has been off. I always think there is room for improvement so no rate of 5.
- I think there's a lot of waste in some of the things they do when it comes to pay for their employees and when it comes to the park.
- I am satisfied with the customer service. I don't have any complaints.
- No company is perfect, but I am satisfied and they are meeting my expectations.
- They have good service and good rates.
- I would say their prices are pretty good for electricity, but I would have a concern about how much money goes to data centers in this area.
- Their power reliability is A+. I think their cost of operations might be a little high.
- We have been very satisfied and not problems.
- I like the fact that I have never had any problems with them.
- I feel that it is very well run by futuristic minded people. I feel that they are very reliable, well managed, and very easy to work with.
- They are doing a good job. I have nothing against them. I'm concerned about irrigation lines. I'm confused about neighbor having irrigation lines.
- I have no complaints never had any problems. But I never give anyone a perfect score there is always room for improvement.
- They have always worked with us. We just recently got a permanent home established and have not had any problems with them.
- No fiber optic lines so not much offered for internet options.
- I rated a 4 because the fiber they put out for the county did not reach my area, I'm confused as to why that is.

- I feel that they are usually doing what they are supposed to do. The only problems that we have had was a couple of years ago, when we had a bad wind storm that took out a lot of trees and a lot of people lost power. I feel that they were rather slow in restoring power to the Entiat Valley.
- They do great but there is always room for improvement.
- Anyone can improve, but I have no complaints.
- They are good on at repairing issues and providing utility power.
- We've only been here a year. So far, we're putting in power and people have been doing a pretty good job. There have been a few outages and a few things like that, but that happens everywhere. They seem to be pretty fast at getting to that and taking care of the problem. They seem to be upgrading our area with new power poles and high-grade wire. A lot of people are moving to the area and need more power.
- The online bill pay option needs upgraded to make it easier and more user friendly.
- They do great except during the summer the power often flashes and shuts off. The times that the power is out is minimal but very inconvenient.
- Chelan PUD is great I have no complaints other than when i put my tower in the gal helping me gave me grief.
- We haven't had any blackouts in a while. A few years ago, there was one ever few weeks.

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

- Have had perfect service so far. I have no complaints.
- We've never had any issues. Everything has always been working and if there's outages, they do their work to get it back up. Customer service, they've always been nice over the phone.
- I don't have any complaints.
- They have always been very prompt, and I have never had any problems with them.
- Never get any trouble.
- I have never had any issues with power with Chelan PUD. Would like to see them implement fiber optics.
- As a customer I have no complaints. As an executive director of a local company I have a major problem with Chelan County PUD stealing all of our good, long term employees. I understand the employees position that we cannot match the pay scale that they offer.
- I live on the outskirts of a small town in a very rural area. In this area we have a very good chance of big storms going through the area. I feel that it is a great company to have as we don't have that many problems with outages just the occasional fluctuation of the power during these storms.
- Provide very good service, when the power goes out, they are very quick to turn it back on.
- Rates are low. Problems are always fixed quickly.
- I think their prices are affordable. They have a program where they estimate your usage and they let you pay per month the same and then reevaluate at the end of the year.
- It's been pretty good, no major problems.
- I'm probably bias because my husband works for them. But my power works fine, and we don't have any problems with billing or anything.
- I've had no problems with Chelan PUD. Their rates are great.
- I feel that they are doing an excellent job. They keep the rates for the power reasonable. I personally know a lot of the people on the board of directors.
- We lose power often, and despite the danger involved in getting power back online, they always get it back on very quickly.
- They have tried to keep prices down and they have had good service.

- Because I've never had any issues with them, such as I pay my bill. I've never had any problems or anything at all.
- I know a lot of the people there and I was a security officer there for five years. They give good service.
- Doing great, rates reasonable.
- They do a good job and I have had hardly any outages. The bill is always fair.
- They are very down to earth and always helpful when I call.
- I have had no problems every time I have a question someone helps me very quickly, and I've never experienced an outage with the PUD.
- Easy to talk to someone personally if you have a question.
- I have had no problems they take good care of us.
- Never had any problems with them.
- The low prices, great service, and they are wonderful people.
- No issues here. I haven't had the need to communicate with them with any problems.
- I think they are doing a little of everything well.
- Don't even have to think about it, my electricity is always on.
- They are an adequate service and they are a good deal. No complaints.
- They seem to be doing a good job. I hope they keep up the good job.
- Rates are good.
- They take care of the park by the river and I feel that they've kept the rates down. When we have a wind storm or something it seems that they are right out taking care of the problem. Those are my reasons.
- I feel that the rates are very reasonable. They have a very good response time when there is an outage.
- We called them once when one of our cats had gotten stuck up a telephone pole. We called them out and they were able to rescue the cat and got him down. We later found out that usually when they are called out on this type of situation that cat is usually fried, but they were able to rescue ours.
- Every time I had a problem they handled it.
- We live up on the lake and while outages are a common occurrence, they are always handled quickly and efficiently despite the inherent dangers.
- Where we used to live the water and power cost more, so we are satisfied with lower prices.
- They work really hard to please customers. I like the newsletter, and also how they help the county by building parks. Frankly, the rates are very reasonable and it's so nice.
- I think communications is good. They manage it beautifully. They have good managers and great communications and an excellent board.
- They are fair with the rates in our area.
- They seem like a good utility in my experience.
- Rates and the service is efficient and reliable.
- We live close to the dams so there's not as far to cover. My lights seldom go out. We have very inexpensive electricity. Chelan PUD still has an abundance of money and they reinvest in the community in terms of parks, recreation, and a number of other things. They are doing a great job in improving the place where I live.
- So far, I've never had any problems.
- It's the best priced power in the state and they seem interested in the local customers ideas and input.
- The price is good. The only thing I would question is the reliability. So far pretty good but a few big outages.
- I think that they've done a good job.
- Power is never out, and rates are good.
- We haven't had any major storms, but when there is they get the power back on within reasonable time because that is unpredictable. We haven't lost our power much, but then the power comes back on.

They are doing their job. They are trustworthy. The rates in this area vs. the rest of the country are some of the best, least expensive.

- They seem like they're doing a good job. They seem interested in customer needs and are quick to fix outages.
- I feel that they have the best Hydro available. They are a much better PUD then the one that is in Douglas County.
- I think they've been doing a good job of communicating with their constituents. The decisions they are making are logical. They have the long term health of our region in view.
- No shut downs and very few breaks. They are cheaper.
- Power never goes out and the rates are very affordable.
- The rates are very good. We've only been here a year but no problems whatsoever.
- I have no issues with them.
- I rated the PUD a 5 because the expense and internet options.
- It's just cost and dependability.
- I feel that they offer good service, and low rates.
- The lights are always on.
- I always get the service I need, and they are quick to fix things.
- Every time I contact them they promptly respond and give great service.
- They give good service and get the power back online fast.
- Customer service is great in terms of emergency outages, they always have staff and get the power back on. One time a power pole was cut in half and we had power back in 2 hours. Shut water off. Great customer service.
- Their rates are low
- Been a customer for a long time and has had very few complaints.
- No problems, very good rates.
- Because I worked there and I know how they operate and I loved it. The wage was good and the utility is good as far as the cost compared with Seattle and other places.
- It would never have an outage.
- What we really like the PUD is the price and, fiber internet that has been run to home. I think it is a great service the fiber optic service is much faster and cheaper than what we had when we lived in Seattle.
- As for outages we have had one outage since we moved here in 2015 and to the best of my knowledge that only lasted for approximately two hours.
- They are very active with the community.
- Because I've never had difficulties with them. We have the most affordable power in the U.S. and compared to my gas bill. Affordability and reliability is way up there.
- We pay 80 dollars in winter and summer 50 dollars a month.
- They have been really helpful to me and helping with my budget. Very good over the phone.
- I feel that it is a good service, during the time that we have had them we have not had any issues or complaints. When we have had an outage they have been able to get it resolved right away.
- Very cheap and the lights are always on.
- They seem to have constant power and it's reasonably cheap.
- I have no complaints.
- They take really good care of their employees, and they keep trees off the wires which is great!
- I think that we are very lucky to have a company like Chelan County PUD as our electric provider. I just recently changed to the Budget Billing program and am very lucky that the monthly bill for my home is only \$60 per month. We are very lucky to have a company that charges us only \$.04 per kilowatt hour as opposed to the cities on the East Coast and Seattle that are paying \$.10 to \$.12 per kilowatt hours.

- I feel that more people need to be grateful for the low cost of the electricity and stop complaining about the amount of taxes that they are paying. I feel that the \$.06 difference in the amount of kilowatt hours can go a long way to offset the amount being levied for taxes.
- I would like to give a complement to the parks department. They do a wonderful job of keeping the parks clean and looking lovely. I used to use them until I had an accident on a treadmill that prevents me from using them.
- Very responsive to my requests and they have a very low price.
- I've never had an issue with them.
- Only lost power once in eight years because of fires.
- Had a problem with my fiber connection, and they promptly sent someone out and fix it very fast.
- We've experienced no problems.
- Just been there steady for all these many years. Not really.
- Both electric and water. Because I'm very satisfied with them. I've lived in different areas of the country and compared with different rates. All my questions are answered if I ask them and I like the PUD.
- They are always there and they are cheap.
- One time I had some smoke coming from a pipe on top of the house, and the PUD came out in about 5 minutes and fixed it very fast.
- I'm only there six months out of the year and pay \$35.
- Low rates, good service, no problems. They fix stuff really fast.
- We have found them to be very reliable. We have had no problems or issues with them.
- For what they do for the community and the prices on electricity. They service a lot of parks in the community and maintain a lot of the property for the community to use.
- There is no hassle, it's inexpensive and the service men are quick.
- We have very few outages and rates are low.
- I really like the fact that they are able to provide us with excellent service at a low cost.
- I moved here from southern CA. They are very forward-thinking, and the rates are the best.
- We just had a big wind storm and we had two of them and there was a lot of poles down and they were Johnny on the spot to work on them overnight.
- Any time I call the service is good and very helpful. Their office workers are very easy to talk to. They are willing to work with customers who have payment issues instead of just shutting them.
- All my questions get answered pretty quickly, and there's no problems with my lights going out.
- The rates are wonderful. The service is great. I've seen them make improvements in our area.
- Don't want the rates increasing, but other no major problems.
- Because they are cheaper than most public utilizes.
- We have had very few outages; the bills are reasonable and servicemen are fast and effective.
- It's really good service, low cost, they seem to be doing a good job.
- No complaints.
- Excellent service, reliable power, low rate, and they resumed fiber optics.
- The electricity is always on and we've never had troubles.
- No problems.
- They give good service with a fair price and manage things very well. They keep us informed.
- We've had no problems and we really like the people.
- I have the automatic payments and I like that. I also the parking pass that they gave me.
- Never had any problems. Reliable service.
- Seems like they do a pretty good job. No complaints here.
- Well it's our power and electric. The PUD is good about letting us know about the interruptions.
- I'm not there much, but when I'm there it works.

- Compared to Seattle, Chelan PUD is a real bargain. They are great to work with to pay a fixed price year-round.
- Rates are reasonable, and it's a nice benefit, we haven't had any problems.
- I like that they give us a newsletter to let us know what is going on and that they welcome public input. They do a great job.
- The most important thing is the effectiveness of the service, it's very reliable.
- Excellent services and good rates and they do good during emergencies.
- We've had no problems.
- I've never had any bad of experience.
- It's cheap.
- Have not had any problems and easy to pay your bill, power stays.
- I've had no issues
- Because they are the best. They're on the ball, down time is short, and they're a great company.
- They have given good service and provided education.
- I never have any problems.
- Our power never goes out and if it does it's never longer than 30 minutes.
- Provides great electricity and they help improve parks.
- I never have problems.
- The service is good, reliable, and we had 2 incidents where we had a squirrel fry.
- We have not had any problems with them, good service, good rates.
- because I've had no problems.
- I did some new construction with them and they were very easy to work with.
- Rates are great and they fix power outages immediately.
- They've always been available to solve any problems when I have them.
- We live in the end of a forest service road, when trees fall on the line they repair it very quickly, even when it's snowing.
- They've been very attentive and good with answers, and their service has been excellent.
- They are always working with me on my payments even when I am slow to pay. Always very nice.
- It is cheap and I haven't had any issues.
- We like the rates.
- I've been in Chelan County for years now and always thought their rates were satisfactory. I've never had any problems so we've been good.
- They have been awesome when I called and I haven't any problems with my billing.
- They are much better than other county PUD's. Service and prices are good and easy to use.
- It's very dependable, everything is top-notch.
- Because it's cheap power. The service is good.
- No complaints. Everything runs smoothly and is inexpensive.
- We've never had any issues and the bills always seem to be right.
- They make sure the public knows what their doing, and they have informative.
- Haven't had a power outage for five years, and I used to live in the bay area and all those areas I've had lots of outages, and the price is good, when you call you call they answer fast.
- I've had no problems with them.
- We have a vacation home and we have the power on even in the worst of times, they have wonderful parks, and the internet line is good. The fiber optics is great.
- I haven't had any problems.
- I think their rates are very reasonable for us. The service, there is no disruption of service. And they have nice parks.
- Their service is good and they fix problems fast.

- My power bill is cheap and customer service is spot on.
- I've never had problems before.
- Because the PUD is very proactive with their energy-saving strategies.
- I think they are always. Their rates are good and they are always responsive to our problems.
- I am happy with their service.
- The prices are low and the services are good.
- Received good rebates, cheap power, I haven't had any problems or outages.
- They keep my power on and they are painless to work with.
- I don't know. No further response.
- Never have any problems and they take care of everything.
- Good rates and service.
- The customer service is always good.
- The price and customer service is good.
- They are prompt and answer all our questions.
- We have great rates. We are lucky. Great customer service when I deal with anyone there.
- I've never had a problem with PUD even with power outages they are quick them.
- They have only limited power outages when weather is bad. Good customer service.
- They have a very good customer service. In general, the fees for the service is excellent. They have several offers during the year to improve the quality of your electricity.
- The electricity rates are quite low, and the company has strong financials so that trend should continue.
- We've never really had an issue with them.
- They are really good. They always answer my calls and they are friendly. I don't have any problems with them.
- I'm very happy with them. I never have problems with them. If I have questions they always take care of my problems and do the best they can do.
- Have had few needs to contact them and have had quick responses. The prices are very competitive and often less than in other areas of country.
- I have no problems with Chelan PUD my power is always on and my bill is always decent.
- IT have just bought my home and set up my first power account. The set up service was easy and I had all questions answered in ways I could understand them.
- Just because it's not expensive, it's in our rate.
- The price is great and we have had few issues with services.
- I don't have any complaints so that's why I gave it that rating.
- I have no complaints and am satisfied with all of the services and prices.
- I haven't had any issues with my PUD department. My service is great.
- I haven't had any problems with the PUD or anything. It seems to be working fine.
- This is the cheapest cost for power I am aware of. I help family with household living costs, power and phone set ups. And have lived in other areas of WA, CA and OR. Not only are the costs great but the services and customer help with set ups and other power services are done quickly and with full info on how and when they will be done. They seem to be very organized and have great management practices.
- We have had high winds and outages but the PUD is very good at getting power restored as soon as possible. The PUD does a great job at maintaining the parks.
- Need expanded hours for bill payment.
- I've had no outages.
- She has the services and hasn't really had any problems with them as she needed them.
- The services keep the power on and cost is reasonable.
- I haven't ever had any issue with my power.

- We have had great responses from customer service when a need or bill issue has happened. This is even when the person helping is not bilingual or their Spanish is book learned and not always what we speak.
- They've pretty much given me, whenever I have questions or help with my bill. They provide information. They provide good customer service. I've never had a problem in their office.
- They are pretty much good service. I've never had a problem or anything.
- I think it is very accessible and I am able to do my online payments easily.
- They do the job of providing power to our community and do it well. You get fast responses and fixes whenever you call them or need them for repairers and billing issues.
- I mean I'm satisfied that they are on time with their bills and they do the monitoring for the electricity. The bill has been high lately,
- We have had only a few outages over the years and the response was often so fast that the repair person was fixing the issue as we were calling it in. Billing and costs are the cheapest we pay compared to other areas we have property.
- They are a great provider of our power. I have had no complaints with response times or information with the few outages or other questions that I have dealt with them. I have underground lines and they are a lot more reliable than the unprotected lines.
- They are easy to work with on account set up and have a lot of assistance for Hispanic community.
- I have had no issues with power services or billing. Costs seem reasonable and affordable.
- Have no complaints and have had few issues like outages in 20 plus years with Chelan PUD.
- The service is good and cheaper than other places.
- I have been a life-long resident of Wenatchee and aware of Chelan PUD but only have been a customer for last two years. Have had great customer service with setting up my account and the wind storm this year was first outage I experienced. We were kept informed by PUD and power was restored as quickly as they could.
- Really comfortable with your service.
- Have been very satisfied with cost and services of Chelan PUD.
- The cost is great and service is reliable. I have a cabin in Wenatchee, home in Seattle and I wish that Chelan PUD was available in Seattle.
- I'm happy with the service.
- My family has been with Chelan PUD 20 plus years and I have had them 10 years. There have been few outages or any other issues and the PUD has responded quickly and often even in Spanish which for some of my family is necessary.
- I've never had a problem with them.
- As a college and working single I am very aware of the costs, Chelan seems to have lowest costs for power than other areas where friends live and when we compare cost I win.
- I am happy with the costs and they have great online services, like bill pay.
- Bills and everything are sent on time and through email. If I am a little late there is no problem.
- I'm happy with the service. Based on I never have any problems with a power outage.
- They helped solve a utility problem.
- I like the service. I think they have really good service.
- I haven't had any problems with them.
- I think it's a great service. Like customer service.
- Overall, they are fine.
- The PUD has been very helpful with me over the years I have been in Chelan County. Since moving to Wenatchee I have had few issues or needs for services at my home.
- All of the staffing is very nice. Good customer service. They are very professional, and I like how they communicate with customers.

- We have had great response from Chelan PUD and they keep the costs competitive with others in state. Our friends who do not live here are very envious of our bill totals.
- Because it's good. Price-wise, everything.
- Lowest rates in country.
- It has been a good experience with Chelan PUD. We started with our vacation home and then made it year-round. Chelan PUD worked with us and gave info that we used to make the conversion to year-round power needs.
- They are really good. I have no complaints at all.
- When I go in to pay my bill, the girls are very friendly. If there are more than 2 people in line, they open another window, so it's fast to pay your bill. A nursing home put in diesel generator next door, making electricity pop in my house, power go out a split second, and reset clocks. I called and talked to a live person right away who spoke English. I explained the problem and they had somebody I could talk to who knew about the problem. They were familiar because several others had called from that area with similar problem. They must have done something right away. Maybe this is dangerous. I kept noticing more. Whatever they did was done right away. I felt protected and listened to. Somebody was available right away to help, not calling long distance. Very good customer service.
- I haven't had any problems.
- I like the low payments.
- Our family have been in area and customers for three generations. My grandparents and parents both lived full time and my brother and myself have kept the homes as vacation homes until we can retire to Chelan. I am not aware of anything but great service and costs by Chelan PUD.
- The service that I get is very good.
- I've never lost power, so I don't have anything to complain about. Therefore, I am satisfied.
- The service is great and costs are better than others in Washington State. We have had few outages and had great service with the needed repairs.
- Just that every time I've called if I had a question or anything like that, they had great customer service, answered my questions and have always been polite.
- I have no complaints, they have been very reliable.
- The only thing that I don't care for are the rates that we are being charged. I really like the ability to get on line with great reliability.
- We have had nothing but great and informed services from Chelan PUD. Over the years as power providers and technology have evolved they have stayed on top of the changes. We have solar panels and Chelan PUD has been great with the setup, maintenance and any other education we have needed.
- I have been very satisfied with them, no problems, and very little interaction.
- We have been very pleased. They have the lowest rates and are very reliable. When there has been a problem they have been on top of it very promptly.
- 50 years of great customer service and very few issues. They have always been on top of newest trends and advances for power services. I have appreciated the time they take to be sure I understand all changes and choices.
- Chelan PUD has low rates and they use renewable energy sources like solar power.
- I've never had an issue and they are readily available if I do.
- I have had no problems with them.
- I have just bought my first home and moved to Wenatchee from Seattle area. Chelan PUD customer service both in person and online have been very thorough and a pleasure to do business with. I am already impressed with the rates and how they compare with what paying in Seattle.
- I think it has been great. We have had no problems with them so far.
- Because they are doing a great job.

- The rates are lower than those my friends in Spokane pay. I have not had any problems or billing issues in the 7 years I have been responsible for a home and its bills.
- I like the customer service, reliability, and price.
- I really don't know, we have power and when the power has gone out on windy days they have had it back on very shortly.
- The bill is on time and rates are consistent. I know what my bill will be (close enough) to budget for it even before received billing.
- The electricity is always here.
- Low utility rates.
- Chelan has been dependable and gives great service. When the few outage issues over years have happened the cleanup and repairs have been done quickly and with info available for timeline of repairs.
- I've never had a problem with them. Power outages are near zero. The people are friendly, always helpful.
- Our rates are the best in the state. I have been a customer since 1957 and have had few problems and no billing issues.
- The power stays on. I receive a monthly bill from them. I have not had any interaction with them.
- I haven't had any issues at all, whatsoever. Not a problem. They've been helpful. I pay my bill. I ask questions if I have any and they are great to work with.
- I receive a bill from them, I pay the bill and the lights stay on. I turn the lights off and they go off. I have never had any problems.
- Have had only been a customer for 3 years and have had no issues not resolved quickly.
- I have been very satisfied with them, I have never had any problems with them.
- No problems and the rates are low.
- Anytime I've had questions they've handled it very well. When I've had issues, their response time is awesome.
- They do good work I never have any problems.
- Even though Spanish agents and bi-lingual agents are not always available I have been able to get repairs and billing issues resolved.
- I have had no problems so far. I think that they have been doing a great job so far.
- Rates are reasonable, very fast and efficient.
- They are the only one in town. There is no other choice.
- So far we have had no problems or interactions with them.
- We've not had any problems. When we've had problems, they've been quick to respond.
- They provide my power. We really have not had any interaction with them since we had the house built.
- Came from Okanagon county, my bill was 5x higher, so Chelan is very affordable. They are very fast.
- Have never has any problems with them.
- They keep their rates reasonable. They send out information about what is going on with energy and that. I appreciate that.
- When I call them, they come right away and fix my stuff right away.
- I've had no problems with the PUD their service is impeccable.
- Their service and rates are probably better than anywhere else that I have lived in the state of Washington. The rates are probably lower than anywhere else in the state and I have lived all over Washington.
- I have no complaints about Chelan County PUD they give me a great price and are very friendly.
- Good service. It is dependable, reliable and we do auto pay easily
- The price. That's the main thing. I like their contact with us. They keep pretty good contact too, as far as the newsletter. Mainly it's that they keep the prices pretty good.
- Reliable, we've never had an issue.

- I've never had any problems.
- It works. Rates are good and no problems.
- Our power hardly ever goes out and when it does they get it back on as quickly as possible. They are a good company.
- It's a second home over there. It's very reasonable. It's something that helps me keep the second home.
- They always get the job done and there never seems to be an interruption where it is needed.
- No problems, they are right on! Rates are still good.
- Every time I have had any issues and questions it was taken care of quickly and courteously.
- It's just everything works. They are great. They do a great job.
- Chelan PUD keeps customers informed, and their service is always prompt.
- I have no complaints they are "Johnny on the spot". The staff are very friendly and give great service.
- Best in community for parks and recreation. Rates are reasonable.
- They do good service and seem to be reasonable in their rates.
- Their energy is very forward thinking in energy conservations. They offer a lot of programs for low energy appliances. I love that they do that. Energy rebates, wind, solar and other options even though we have the cheapest in the nation because of water/hydro plants.
- I never have any problems.
- Never had any problems, rates are good, good people work there.
- Never had any problem. They do good work.
- They are always very helpful when I call and have any questions.
- No problems at all. I never even really think about it unless there's an outage, but I don't even recall any outages.
- I live where we get a lot of snow. They take care of trees and lines. We don't have any issues. They give back to the community. They put in a parking lot on their property so citizens can access the river. They've been great. Chelan County PUD is the best company I've ever had to deal with in terms of energy.
- The power providers are always up with the times, I would rate them excellently.
- Never had a problem with them other than this random phone call.
- I don't. My bill is \$9.00 a month for my cabin. I have no negative things to say at all.

Q.29 Do you have any comments or suggestions about your electric service from Chelan PUD?

- They should not be underground at all. Don't even entertain the idea because of environmental reasons.
- I have my fiber optic and I'm real happy.
- Underground cables are safer and more practical because trees can fall down, and the weather. We would sure love fiber optics up here.
- If it is feasible, have the customers who want it to have them pay for it. If it is possible to prove that underground electric power lines are more reliable and last longer than I would be OK with a rate increase.
- I feel that lake Wenatchee needs to pay for their own stuff. I feel that if you ask people around this area they will agree with me and say that the PUD is doing an excellent job. When you get into the area around Lake Wenatchee I fell that they will tell you a different story.
- One of the things that I find particularly annoying is the people coming here from Seattle I think that they are arrogant. They are always wanting immediate service on Power and on internet. They get upset when their service cannot be resumed as soon as they think it should. They need to take in consideration that when you live in a rural wooded area that there are a lot of factors to take in consideration for getting power and internet to areas and to getting it resumed in the event of an outage.

For an example when they were trying to find a location for a substation out at Lake Wenatchee, many of those people that have built the mansions out there did not want it in sight of their home, but they still wanted the power that it would supply.

- Very reasonable rates.
- Doing a good job but the utility should pay for advantages for service.
- Twitter and Facebook are the two best ways to get live updates and information about future plans, especially in times of crisis like a power outage.
- You do a great job keep it up.
- Great folks. They had a storm knock down seven power poles and they had power back within 24 hours.
- I would say keep up the good work. I personally would like it if there were less flickers in the power.
- I would like to see their main distribution lines in the rural parts of the county be underground, as they are susceptible to trees and power outages.
- They are doing really well for us.
- Just to keep up the good work and the low rates.
- Keep the rates low.
- Low interest loans for people who can't afford upgrading energy efficient equipment. Working on older neighborhoods for upgrading to underground cables first as they need it more than people with newer overhead lines.
- I'm concerned about the requirements that they keep asking for and the power that will be needed for storage computers. I would be against that and would say that there should be a limit. I think that those units take too much power. We need to be careful about how much we give away and use too much of it. I am against bitcoins and the power required for bitcoins.
- I've paid attention and I trust PUD. I've lived in other PUD communities on the West Side and because they own their own dams. They can offer a product and a very competitive price and I like the reinvestment in the community. I live in a condo, with four apartments underground, they pump the flooding for sewage above ground. Just wanted to let you know.
- Underground lines will do a great job of keeping lines more reliable.
- Thank you for keeping the rates and service good.
- If the underground lines are going to happen, they are also changing generators. If they go underground with the whole system, when they should do because they are safer than above ground lines. They will have to keep the bill low enough so people can afford it. Look at Seattle with increase in poverty. Some

- people are leaving Seattle because of property pricing. It will take study and careful planning. Friend works for Chelan County PUD, research prices and keep it down as low as they can. I laid underground cable. It's terrific. I didn't realize the price was so high. It will all have to be taken under consideration.
- I feel that when it comes to the broadband service communication is very poor. Chelan PUD just said that we will receive broadband but did not give any information about it.
 - No, I don't at his time as we've only been here for a year, but would like for the rate to not increase.
 - Overall good job. They participate with communities and take part in park management, which is good.
 - There's not much emphasis on energy conservation.
 - My only complaint is that when we didn't have PUD we had lights on our streets, and now that we have PUD we have no lights on our streets.
 - They do a great job.
 - It's very good. Their service and everything. They are working all the time, it's never out of whack, it stays the same, so I'm happy with that.
 - Too expensive, even when you're not using power.
 - They are professionals and they are doing it well.
 - They do a very excellent job.
 - When you have underground lines, they are extremely difficult to repair if there's a problem, so I don't think it's worth it. Excavators for repairing underground lines cost too much.
 - My biggest problem is Alcoa needs to start producing aluminum and using the power they are under contract to use from Chelan PUD.
 - I'm satisfied with it as it is.
 - No, very satisfied.
 - Try to avoid putting telephone poles in people's yards if possible.
 - They should mention ways to save money online, such as windmills.
 - The rates here are the cheapest in the US.
 - Not at all, they are excellent.
 - Nope. Happy the way things are.
 - One area for improvement is communication on the fiber rollout plans to more rural areas.
 - We have the lowest rates in the nation, so I have no complaints at all.
 - They've been very nice, they are very easy to work with.
 - They really have nice service and keep it in fine shape.
 - Hope we can continue the low rate instead of a rising rate.
 - I would like to see them try to expand their cable lines.
 - No not at all, I'm pretty pleased with everything.
 - I do not like the frequency of interruptions. I have to reboot my computer every time and set my clocks.
 - It'd be nice to know about outages in my e-mail or something.
 - No. Serves me well for 41 years
 - No its been pretty good for how bad the weather has been.
 - I have excellent service.
 - Some of the younger people working on the lines are arrogant and need to keep their opinions to themselves.
 - I hope the PUD are not affiliated with the NRA and if they are I would be extremely disappointed.
 - I do not have any issues except sometimes wind will disrupt power lines.
 - One time I had a bad experience, but it was just their personality. I really appreciate Chris Mozer's help with the electrical with our house.
 - We don't want outages and keep the price low.
 - No, you're doing darn good.

- I would like more information on wireless meters because I heard that the magnitude of the wavelength could be hazardous to your health.
- My concern is that bitcoin mines can consume a very large amount of electricity and people are moving here just to mine it due to the cheap electricity prices. I don't want my rates or services to be affected by these large-scale bitcoin operations.
- Make sure that we are preserving our dams so that we have affordable renewable energy.
- I think there needs to be more communication between Chelan PUD and its customers about the economics involved in undergrounding lines so that they can make a more informed decision. They should get customers and employees together to go over the specifics and make choices about who pays what and why.
- We need fiber but other than that I am very satisfied.
- My issue is that I have a fiber line running on the PUD power poles 100 feet from my house, and I do not have fiber to my house.
- Great Job!
- I like that you can pay it online. That's great for me.
- I don't like to see them getting involved with the carbon tax the Governor is pushing for.
- They are doing a really good job, I am very satisfied.
- Keep doing what they're doing, and I appreciate it.
- I still question fiber optic network the people of the county have funded. I'm still of the opinion that it should have been a private company setting that up.
- Don't think there's any issues that I can think of, I've never had a problem.
- No. I'm happy.
- I would like to ask management of the PUD to meet with the municipalities in their market area if they would pay in lieu of tax for their properties including the park systems that they operate.
- Again, I'm very happy. Every time I call and ask for any questions or any service that I need, they are always there when I need it.
- We would love to have underground power lines and would pay for them.
- I have no suggestions or complaints at this time. I will recommend the PUD and hope they keep up the great work.
- I would like to have all communications on line and in person have the Spanish options. I am bilingual but my spouse is not.
- I hope they continue to give the services at the prices that exist now.
- Have no suggestions and consider Chelan PUD to be the best power company in Washington.
- I really have no suggestions at this time. I help family with household living costs, power and phone set ups and have lived in other areas of WA, CA and OR. Not only are the costs great but the services and customer help with set ups and other power services are done quickly and with full info on how and when they will be done. So, keep up the great work.
- Since the PUD is owned by the people and not a corporation the fiber-optic should be available to the whole community at a flat rate. What seems to be going on is a class situation and it shouldn't be that way, the people with more money get fiber-optic while the people who do not make a lot of money can't afford \$5,000 to get fiber-optic even though the people across the street have it. The community as a whole should be treated the same and fairly and not by who is upper class and who is not.
- I have no complaints or ideas of ways to add services or improve them. My needs from the PUD have always been met and are cost controlled.
- I am satisfied with the power services and would not like to have any changes unless they are upgrades. Chelan PUD does a good job of staying up to date so I have no concerns.
- I have no complaints or ideas of ways to improve the services or costs and feel that the job Chelan PUD does is great, keep it up.

- We have some workshops around in the community. I think a couple of weeks ago, there was a PUD employee at a booth. It was the only Hispanic guy. I think that someone with more power should be in those places to talk with the people. I've seen the same guy 2-3 times, but usually at the booth.
- More Spanish information for services and when having events like those mentioned have Spanish speaking customer service available.
- Better and clearer billing that shows what the charges are and how they are figured to total what they are. Also, have the charges, taxes and fees clearly explained as to who is charging them and where the money is going. I have issues with reading and understanding what I read. I do need help more than other people but I do not always get understanding help from agents at PUD office.
- I have no ideas of how they could be better. Lower costs are always great but I have no complaints with the costs.
- I need more knowledge about it so I need to investigate more.
- Keep up the great job that is being done. I am completely satisfied with costs and services Chelan PUD provides and have no suggestions to offer.
- I have underground lines and they are a lot more reliable than the unprotected lines. I think it would be to the PUD's long-term advantage to encourage the replacement of weather accessible pole and line set up.
- Chelan PUD does a good job of helping with customers who need Spanish but it would be nice if they would use people who are Hispanic but speak and understand both languages. They do a better job of understanding and explaining topics for customers.
- I have not had any bad encounters with Chelan PUD in the 10 years they have provided my power. And can think of nothing they could improve.
- As there is no other power provider to use I question if it would do any good to complain. I think the idea of underground lines should be the power providers cost not the customers.
- I think underground lines for all paid by including in bill if PUD has no other way to cover costs is needed.
- I have been a customer for two years and have no suggestions and only praise for Chelan PUD.
- We are happy with the service.
- The reason I did not give high marks on "Treating me with respect" was due to a nasty experience with a Hispanic male bill collector sent to my house to collect a bill or turn off my service. My wife had forgotten to pay the bill and did not see late notice but it was her fault. She was at work when the person came to the house and I happened to be home. I apologized and paid the bill. I am by last name and looks identified as Hispanic and he made the comment as he left "Pay your bills, Buddy."
- I have no suggestions and wish that my provider in Seattle was as good as Chelan PUD.
- I feel that the underground lines should be a priority for safety and environmental reasons. The utility should pay for the set ups even if it requires a rate increase.
- No questions at this time or suggestions. I hope that the PUD stays able to do the great job they are doing.
- Maybe a student discount for this poor college student.
- I have had nothing but great service from PUD and hope to always have them as my power provider.
- I would like to have some explanation with my bill if there is a sudden increase in costs or power use on that billing cycle. I know I can call and find out but it would be nice to have it already explained.
- I am okay with everything the way it is. Their service is good and I am happy with it.
- I rent but am responsible for total bill. I do not get it from PUD. My landlord just tells me what I owe. I have no way to know if I am using more each month but it always seems to be more each month. If a monthly or quarterly report would be mailed or made available to address using the power along with info for programs about energy saving and other services it would be very useful.
- I moved to Seattle area and moved back to the area. For me, we have a great PUD with good pricing.
- We are happy with the service.

- Costs are fine but would always agree to lower ones. I know that there are ways my home could be more energy cost effective, but I cannot always afford them. Any help from the PUD would be great.
- I have nothing that comes to mind but just keep the power coming at the costs it does now.
- I think we have very good service.
- I just would hope that the rates can stay as competitive as they are now.
- We started with our vacation home and then made it year-round. Chelan PUD had lots of helpful recommendations for ways to winterize home. They need to advertise this and many people would benefit by the information.
- It's always been very good and very reliable and any time I've gone in person or over the phone the help is always courteous and professional.
- It's really easy to take care of my bill.
- Our family have been in area and customers for three generations and I hope that Chelan PUD will be providing the great services and costs for years to come. My grandparents and parents both lived full time and my brother and myself have kept the homes as vacation homes until we can retire to Chelan.
- If I ever have a problem with the PUD, I'd talk with them fact to face and deal with the issue fine.
- Overall, I am very satisfied. Sometimes it doesn't seem like the customers own the PUD with all the rate increases. I am not sure why this is necessary.
- Your property value increases with underground lines and they have replaced overhead lines with ones higher than old ones. I would suggest that Chelan PUD decide on one way and that the cost for whatever way they decide on becomes part of PUD costs and is spread over all accounts as a temporary charge until paid off.
- We have solar panels and Chelan PUD has been great with the setup, maintenance, and any other education we have needed.
- I hope they are around for another 50 years, but I do not plan on being around for it.
- Overall, I am very satisfied.
- That the PUD makes it a priority to keep developing the renewable energy sources like solar power in the Chelan communities.
- Due to being so new in area I have little to suggest but if the great experiences so far continue I will be happy.
- I have not had any problems or billing issues in the 7 years I have been responsible for a home and its bills. I would like to say thank you to Chelan PUD for doing the great job and always being there when power is needed.
- They seem to be doing fine as far as I know.
- I would like to say that I am not in favor of the consolidation, I feel that we will be losing the one on one contact with the utility. I do think that the underground lines are best for the area, with all the trees in the Pacific Northwest it reduces the chance of power outages. I think that it is the responsibility of everyone to shoulder the cost.
- Nothing at this time comes to mind.
- It's been great.
- I have been a customer since 1957. I cannot think of any issue or question during that time that was not dealt with quickly and completely by Chelan PUD personnel.
- When I first moved into the house in April, I've been here for almost a year. In April or May someone would come out to see if your house was energy efficient and help with light bulbs and windows. I really like that and if they offer it every year, I would do that.
- Have had only been a customer for 3 years and have had no issues not resolved quickly. Hope that the great experiences continue.
- I would like the underground lines every place as they do not obstruct views.
- They are great I love them. Very excited about the parking pass.

- They have some bi-lingual Spanish communications and agents but I am much more comfortable in doing surveys like this or billing and repair requests with someone who can speak Spanish at least as well as I speak English.
- Very good service, no complaints.
- No they've been pretty good. I would really like power lines underground.
- It's pretty good. We have reliable power. It's been great.
- It would depend on what it cost. It should be underground because you don't know what is going to hit the wires. If they are underground you don't have to worry about it.
- No, just bury those power lines and bring the water in the lake up sooner.
- I think that everyone should have the option to have their lines underground if they should choose.
- Please continue to keep rates low. As a community we are proud to have some of the lowest rates on electric, we appreciate it.
- We are happy with it. Main thing is that the price is kept low and they communicate with me about how they are using the finances and what they are doing to improve. Like the pay down and things like that.
- They are doing fine by me.
- It would be nice if they would get personal calls from the PUD at least every year or two years.
- We had an excavator do the hole and we have underground wires on our property. Can't expect the neighbors to go underground. I expect we pay for it because we wanted our lines underground.
- No, except that I am not in favor of smart meters.
- If we could find a way to afford it, I feel it would be a safer way to do things.
- I'm pretty happy. We had a phone pole on our property, they have now removed the pole. It took a little longer than we expected.
- Everyone would benefit, underground power lines are also protected from blizzards and storms and are aesthetic for everyone since it's on public land.
- No.
- Everyone should share the cost.
- Keep up the good work. I swear I don't work for them.
- Customer thinks the Chelan County PUD is publicly owned and the PUD has no right to raise taxes. In the customers opinion he states that the carbon tax is just a power and money grab and is not happy with the PUD.
- The only thing I would like to see if there is a way to lower the rates.
- Underground lines do not have as much issues. We want fiber optics. We are behind on the times time to upgrade.
- It should be an open discussion about the cost.
- It is excellent. I feel they are doing a good job.
- Shout out to Stephan who's a really good customer service rep. No problems here.
- I don't understand why the grey water on the hill has to be pumped.

