

NORTHERN WASCO COUNTY PUD

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Board of Directors

Barbara Nagle, President
Clay Smith, Vice President
Milt Skov, Secretary
Bill Ward, Treasurer
Howard Gonser, Director

Manager

Dwight D. Langer

Board Meetings

Usually the fourth Tuesday of the month at 6 p.m. at the PUD offices, 2345 River Rd. The public is always welcome.

Our Mission

To provide reliable, competitively-priced energy and related services that benefit our customers, in the tradition of public power.

Our Core Values and Beliefs

Local citizens championed and fought to create our People's Utility District. They believed—and we believe—in the public's right to own and control its electric utility.

Today, our values are a legacy from our public power heritage, as well as guideposts for a changing future.

We believe in:

- ▶ Public ownership and local control.
- ▶ Integrity.
- ▶ Keeping power rates as low as possible.
- ▶ Providing quality essential services.
- ▶ Quality customer service.
- ▶ Community involvement.

OR-3

Manager's Report



Dear Customers – Our Friends and Our Neighbors,

In our customer surveys, we have found some recurring and consistent comments.

First, you value that the PUD provides electric energy at affordable, competitive prices. Second, you value reliable service. At NWCPUD, we work to maintain excellence in both of these categories as well as in customer care, efficiency and community value.

Preventive maintenance is an important tool in our efforts to maintain uninterrupted electric service. Our program includes thermal infrared testing of our distribution and transmission

facilities, including the equipment in our substations. Our operations personnel inspect our poles and lines for any signs of wear and tear so we can replace those facilities before any failure occurs.

Another important aspect of our preventive maintenance program is our year-round tree-trimming and tree removal crew. Their goal is to keep our lines clear of overhanging tree limbs that could disrupt power during a wind or snowstorm. A fallen tree or limb can easily cut service to hundreds of customers' homes and businesses.

Our personnel are well-trained, dedicated and have decades of experience with this tough and physically demanding task. Our tree-trimming guidelines and policies are in accordance with directives from the Oregon Public Utility Commission.

Reducing the risk of tree limbs falling on power lines is not just a maintenance issue, it is a public safety issue. While we work with our customers to complete this required task as painlessly and professionally as possible, occasionally a tree must be trimmed more than a customer desires.

We appreciate your understanding that we are obligated to maintain a well-groomed system that delivers the fewest and shortest power interruptions as possible.

Until next time, have a great day.

Dwight Langer
General Manager