

The Power Line

Douglas PUD Quarterly Customer Newsletter



The Results Are In!



DOUGLAS PUD
COMMISSIONER
AARON VIEBROCK

Thank you to all our customers who responded to our first ever customer satisfaction survey. We are humbled by the overall satisfaction rating of 92%! The results of the survey show that our customers really like hydropower, but less than 40% know that we own and operate Wells Dam, our carbon-free generating jewel. The top three qualities that customers ranked were reliable power, reasonable rates and we are a utility you can trust.

"We appreciate the trust our customers have in the PUD. We know what a valuable asset the utility is for all of us," said Commission President Aaron Viebrock. "While the results showed high levels of satisfaction, there is always room for improvement. We strive every day to exceed our customers' expectations."

The survey also found that customers prefer to receive information from the utility by email. So, here is your first email newsletter. We will send these out quarterly to keep our customers up-to-date on programs, energy saving tips and happenings at the PUD. The survey summary is posted online and linked below.