

FOR IMMEDIATE RELEASE

Friday, March 27, 2020

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Find us at KittitasPUD.com or follow us on Facebook.



We remain committed to being there for our customers during the “Stay Home, Stay Healthy” order.

The Kittitas PUD has been working hard to maintain business continuity while complying with recent orders from the Kittitas County Public Health Department and Governor Jay Inslee. As an essential industry, Kittitas PUD employees remain on the job to maintain normal operations. For the health and safety of our employees and customers, however, we have made a few changes to how and where we’re working at this time.

Most employees have been assigned to work from home until further notice. A limited number of employees have been designated to essential responsibilities and continue to report to the office, where they are practicing “workplace isolation” to prevent the spread of germs.

How this change in operations may immediately affect customers:

- Employees may be affected by inconsistent internet service but will do everything in their power to remain connected to the systems required to help customers.
- Employees may not be able to answer phone calls as quickly as usual but are receiving your voicemails. Please leave a message and the employee will call you back as soon as possible.
- Employees may be making outbound calls from blocked or private phone numbers. If you aren’t sure the call is legitimate, please either don’t answer or hang up, and call us directly.
- Please be cautious and protect yourself against Coronavirus Scams. Kittitas PUD employees will not be calling and demanding immediate payment to avoid disconnect during this time. If you are unsure, please hang up and call us directly. Check out www.ftc.gov/Coronavirus for more information about known scams.

Rest assured - we will always have personnel in place to respond to outages and emergencies as quickly as possible.

During this time, Kittitas PUD will focus our limited in-person workforce on customer projects already in process, and PUD maintenance and restoration projects. We will continue to accept new service applications online and by mail, but applications will not be processed until further notice. New applications will be processed in the order they were received, following restoral to business as usual.

Thank you for your continued patience and understanding. We will continue to evaluate and adjust processes as necessary to limit customer impact as much as possible during this time.

- Matt Boast, Kittitas PUD General Manager