

NORTHERN WASCO COUNTY PUD

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www.nwasco.com

Board of Directors

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

It's that time of year again—whether we are all ready or not. There is much to be thankful for in our families and our community this year. There is also reason for concern.

Whether far away or close to home, we feel the effects of those concerns just the same. Many men and women of our armed forces will be away from home again this holiday season. Our hearts and prayers go out to them and their families for a speedy and safe return.

This is also the time of the year when some of our friends and neighbors have difficulty paying their electric bills. The

PUD's Neighbor to Neighbor program—funded entirely through donations—offers assistance to families in our community who are having trouble paying their power bills because of health or employment problems. One hundred percent of the funds donated to the program go to help PUD customers.

Last year's contributions totaled over \$6,600 and assisted many families. Not surprisingly, the number of customers seeking assistance during the 2008-2009 heating season increased by more than 20 percent from the previous year. We expect that the need could likely be even higher this year.

If you can, please consider giving to your neighbors by making a contribution to the PUD Neighbor to Neighbor program. You can make a single contribution in any amount by enclosing it with your monthly bill. If you would prefer to spread your payments over the year, simply let us know. We will add it to your billing statement each month. All donations are tax deductible.

From all of us at the PUD to all of you, we wish you a very Merry Christmas and a healthy, prosperous and happy New Year!!

Until next time next year, kind regards,

Dwight Langer
General Manager