

# NORTHERN WASCO COUNTY PUD

2345 River Road  
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## 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,

The board of directors and all of the employees of your PUD are dedicated to bringing to you the best in customer service.

To us, customer service has two equally important components. One is about people—how well we respond to your questions and requests for service. Whether you are paying a bill in the office, or whether our crews are building new lines to your new home, we strive for excellence. We want the quality of our work to speak for itself. The second component of customer service is cost—our rates to you and the rest of the

community. We strongly believe in bringing to you adequate and reliable supplies of energy at affordable prices.

The people part of our service we deliver through our dedication, respect and attitude. Our costs are set to comply with federal and state laws and energy policies. Because new and pending energy policies affect our costs, we work to ensure that those policies are equitable and affordable to our customers.

At the PUD, we strive to bring you relevant information about the energy policy changes we see on the horizon so that you understand the cost consequences of such choices.

When California led the nation in deregulation of the electric industry more than a decade ago, many other states followed. Deregulation has since proven to be a failed and quite costly experiment. In California, the policy led to the Enron scandal and the Energy Crisis of 2000-2001.

Today, California has adopted aggressive renewable energy supply requirements which are costly to acquire and to deliver to its citizens. Currently, SMUD of Sacramento charges its residential customers \$83.05 per 750 kilowatt-hours (kWh) of electricity, while NWCPUD's rate is \$47.97. The Los Angeles Department of Water and Power charges \$94.68 for the same amount of power, while Southern California Edison customers pay \$119.50 per 750 kWh.

We respect whatever decision you wish your legislators to make about electric energy policy. It is our responsibility to share with you our best understanding of the impact of the proposed plans—both in cost and in customer service.

Until next time, have a great day.

**Dwight Langer**  
General Manager