

Allison Spani

From: Shanna Kuhlemier
Sent: Wednesday, January 5, 2022 6:48 PM
To: Allison Spani
Subject: FW: PUD Board Meeting January 5, 2022 Public Comment

For the file

Shanna D. Kuhlemier, CMC
District Clerk/Assistant to the General Manager



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At The Truckee Donner PUD, we believe in:
Safety – Safety is our way of life!
Communication – Send and receive
Integrity – Honest and ethical!
Accountability – Own it!
Timeliness – Meet our goals and commitments!
Work Life Balance – Work hard, play hard!

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From: Marie Colbert [mailto:mariejimc@gmail.com]
Sent: Tuesday, January 4, 2022 11:09 AM
To: Shanna Kuhlemier
Subject: PUD Board Meeting January 5, 2022 Public Comment

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Dear Board Members

First we want to compliment the line people who worked incredibly hard under the terrible conditions of the storms this past month. They have done extraordinary work and we are very grateful.

As background, we were out of power for 4 days the week of December 13 and then all day December 24th and 26th.

Secondly, we want to discuss the PUD's communications with its customers this past month.

1. When you are in an electrical outage and most of the time your internet is also down due to the outage, to be expected to go to a webpage to get updates on the situation is NOT realistic. Updates should utilize push technology such as direct texts to customers. PG&E has done this for years. Just very recently we saw on Facebook, the PUD saying to sign up for Nixle to get updates. We have been signed up on Nixle for several years and then added the PUD, but that has not resulted in any communications in the latest outages.

2. IF you are able to get to the webpage to see the updates, you really don't learn much. The updates were written so vaguely that you were not certain what applies to you. The updates were few and far between. (I do want to compliment the District Clerk who called me after I wrote an email during our first outage and updated me on our status. She listened well to my concerns, some of which are rearticulated here)
3. When I tried calling the PUD several times during the first outages, I never could speak to a real person. This was highly frustrating given that the updates were not very informative.

During the last outages, we and our neighbors and friends lost phone and often texts. As the roads were impassable due to the storms, the fact that you could not call emergency services if needed was very scary. I do not know what the answer is for this but we must be able to keep some level of communications open.

In closing, we do appreciate the work the PUD does for our community and recognize that you too must be concerned about how it was able to respond in these difficult situations. We thank you and the staff in advance for the work you have done and will do to correct this.

Thank you for your consideration
Marie and Jim Colbert
13843 Ski View Loop Truckee