



Welcome to Thurston PUD!

Enclosed are **mandatory** forms that must be completed to set up your account for water service.

- **Application for Service:** This form is mandatory. Please complete the entire page.
- **Cross-Connection Control Questionnaire:** This form is mandatory. The Washington State Department of Health requires our office to keep this document on file.
- **Direct Debit Application:** This is an optional form for those that are interested in automatic payments through our Direct Debit service.

A one-time new account service charge of \$35.00 will be billed on your first statement. We also check the credit history of all new applicants. You may be billed a deposit of up to \$150.00.

We have several options available for paying your water bill, shown below.

- Pay online at www.thurstonpud.org. You will be able to review and pay your bill by registering online. Customers can also set up automatic payments online using our Auto Pay service. Payment will be drafted from your saved payment method around the 15th day of each month.
- Our office also offers a Direct Debit service. Please complete the attached Direct Debit Application on Page 5 if you are interested. Payment will be drafted from your bank account around the 15th day of each month.
- Call us toll-free at (866) 357-8783. We offer an automated payment option by phone, available 24/7.
- Payments can be mailed to Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.
- Payments may be made in our office Monday through Friday from 8:00 a.m. to 4:30 p.m. A drop box is located in the office parking lot for payment drop off as well. *Thurston PUD is not responsible for any payments left in the drop box.*

Bills are mailed on the last business day of each month. Payments are due by the 15th of each month. A past due fee of \$5.00 will be charged if your payment is not received by the due date.

If you have any questions or concerns, please contact our Customer Service Team at (360) 357-8783 or by email at PUDCustomerService@thurstonpud.org. We look forward to serving you!

Please complete this application packet and return to our office by email, fax, or to the address below. If you are a new homeowner, an application should be submitted prior to the sale closing date. Your timely submission of the application packet ensures that we can create your account accurately for informational and billing purposes. **Failure to submit an application may result in water disconnection for non-compliance of District policies.**

In the case of a water service emergency, please contact us at (360) 357-8783. Calls received after normal business hours will be routed to our answering service and on-call field operations staff.

Thurston PUD
1230 Ruddell Road SE • Lacey, WA 98503
Main: (360) 357-8783 • Toll-Free: (866) 357-8783 • Fax: (360) 357-1172
Website: www.thurstonpud.org • Email: PUDCustomerService@thurstonpud.org

APPLICATION FOR SERVICE

Please complete this form and return to the address listed below. If you are a new homeowner, an application should be submitted prior to the sale closing date. If you are a new tenant, an application should be submitted prior to your move-in date. **Failure to submit an application may result in water disconnection due to non-compliance of District policies.**

Service Address: _____ Mailing Address: _____

Please complete the following for the Primary Applicant. Please list your full name (do not list a nickname).

First: _____ Middle: _____ Last: _____

Social Security No.: _____ Driver License No.: _____

Email Address: _____

Please complete the following for the Secondary Applicant (optional).

First: _____ Middle: _____ Last: _____

Social Security No.: _____ Driver License No.: _____

Email Address: _____

Please list at least one telephone number for your account.

Primary: _____

Alternate: _____

Alternate: _____

The District may contact you regarding the status of your account, as well as to inform you of service emergencies or outages and/or other general news. It is the customer's responsibility to maintain current contact information with the District.

Others Authorized on Account: _____

A copy of the rates, rules and regulations mentioned in the above application is on file in this office and may be examined upon request. In the event legal action should become necessary to collect any unpaid balance due for services rendered, I/we agree to pay reasonable attorney's fees or other such costs as the Court determines proper. I agree that the venue for any legal action shall be Thurston County. I further understand that delinquent utility charges have the potential to become a lien against the property.

On your first statement you will see a one-time new account set up fee of \$35.00 billed under 'Additional Billing'. A credit check is run for all applicants listed. A deposit may be due on accounts that do not have established credit with the District. Customer Service will not modify an account due to credit check results.

Move-In Date (Tenant)/Sale Closing Date (Owner): _____ Owner _____ Tenant _____

Signature: _____ Date: _____

FOR OFFICE USE ONLY

Water System: _____ Effective Date: _____

Account No.: _____ Deposit Required: _____

Comments: _____

CROSS-CONNECTION CONTROL QUESTIONNAIRE

Customer Name:			
Service Address:			
Primary Phone:		Alternate Phone:	
Email Address:			

For Frequently Asked Questions, please review the next page.

	Yes	No
1. Underground lawn irrigation system?.....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
2. Swimming pool, hot tub, or water feature directly connected to water system?.....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
3. Photo, chemical, medical, or other lab facilities?.....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
4. Private auxiliary well for irrigating/other use, or other non-PUD source of water? (e.g. storage tank, reclaimed water, lake, river, creek, or pond water).....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
5. Make-up water to a boiler, radiant floor heating system, or heat exchanger?.....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
6. Garden hoses connected to possible contaminants?.....	_____	_____
If yes, is it protected by a hose bib vacuum breaker?.....	_____	_____
7. Water treatment system? (e.g. water softener or whole house filtration system)...	_____	_____
If yes, is it protected by an air gap?.....	_____	_____
8. Residential fire sprinkler system?.....	_____	_____
If yes, is it protected by a testable backflow preventer?.....	_____	_____
9. Animal watering troughs directly connected to the drinking water supply?.....	_____	_____
10. Home-based business?.....	_____	_____
If yes, please list the type of business (e.g. beauty salon, pet grooming, machine shop, other).		

By completing this form, you are providing information that will help us determine if a cross-connection could exist and if prevention is required. **This form is required to be completed, at least every five years or when changes to customer plumbing has been completed, as part of the PUD's Cross-Connection Control Plan (Resolution 05-15), developed in compliance with Washington Administrative Code (WAC) 246-290-490. Resolution 05-15 is available online at www.thurstonpud.org/policies-and-procedures.htm.** Please return this form by email to PUDPlanning@thurstonpud.org, by fax to (360) 357-1172, or by mail to Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.

Signature: _____ **Date:** _____

Completion of this form will help prevent the accidental contamination of your drinking water. Thank you.

OFFICE USE ONLY			
Account Number:		Water System:	
		Received Date:	
		Initials:	

CROSS-CONNECTION CONTROL QUESTIONNAIRE

Frequently Asked Questions

What is a testable backflow assembly device?

Approved assemblies are manufactured with isolation valves and test cocks to permit field-testing to demonstrate that the assemblies are properly functioning to prevent backflow. Testing is required annually to ensure the backflow preventer is working properly. Backflow prevention assemblies that appear on the USC-Approved Assemblies List are acceptable for protection of public water systems, available at <https://fccchr.usc.edu/list.html>.

Contact the Planning and Compliance Department at PUDPlanning@thurstonpud.org or at (360) 357-8783, option 3 if you have any questions or need any assistance completing this form.

Listed below is additional information for each of the possible uses reflected in the Cross-Connection Control Questionnaire:

1. Underground irrigation systems require a backflow preventer to protect you and the public water supply from non-potable drinking water.
2. Swimming pools, hot tubs, or water features (e.g. fountains or ponds) require a backflow preventer if they are directly connected to your plumbing system. If you fill any of these using your garden hose, do not submerge the supply hose end into the receiving vessel.
3. If any photo, chemical, or medical facility equipment is connected to your plumbing system, a backflow preventer is needed.
4. Any auxiliary or irrigation well, and/or other non-PUD water source (e.g. lake, creek, river, pond used for irrigation) requires a backflow preventor to be installed, even if the public and private water systems are not inter-connected.
5. Most boiler systems, radiant flooring heating systems, heat exchangers, and other HVAC equipment require backflow preventers. Hot water tanks do not require a backflow preventer.
6. Garden hoses connected to chemicals, or soap dispensing sprayers must be protected by a hose bibb atmospheric vacuum breaker at a minimum. Due to the potential hazard, we do not recommend using these types of sprayers.
7. Some water treatment systems require backflow assemblies. Most water softening equipment has drain piping and this discharge (or waste) piping should not be submerged in a floor or wall drain opening. An air gap is required.
8. A residential fire sprinkler is defined as a system of overhead sprinkler heads installed throughout your residence. A backflow preventer is required unless it is a flow-through system where water doesn't stay stagnant in the fire system.
9. Animal water troughs directly connected to the water supply require a backflow preventer. Hoses used to fill watering troughs, tanks, or other receiving vessels, should maintain an air gap while filling and never be submerged.
10. Depending on the type of home-based business you have, TPUD staff may need to reach out to acquire additional information about how water is utilized on the property.

Protect your drinking water by taking the following precautions:

Do:

- Keep the ends of hoses clear of all possible contaminants.
- If not already equipped with a built-in vacuum breaker, buy and install hose bibb atmospheric vacuum breakers (AVB) on all threaded faucets around your home. These devices are inexpensive (approx. \$7) and are available at most local hardware stores.

Don't:

- Submerge hoses in buckets, pools, tubs, sinks, ponds, etc.
- Use spray attachments without a backflow prevention device like an AVB.
- Connect waste pipes from water softeners or other treatment systems to the sewer/septic, submerged drainpipe, etc.



DIRECT DEBIT APPLICATION

Direct Debit is optional. If you'd like to set up Auto Pay from a Visa or Mastercard instead, please visit www.thurstonpud.org to set up an account online.

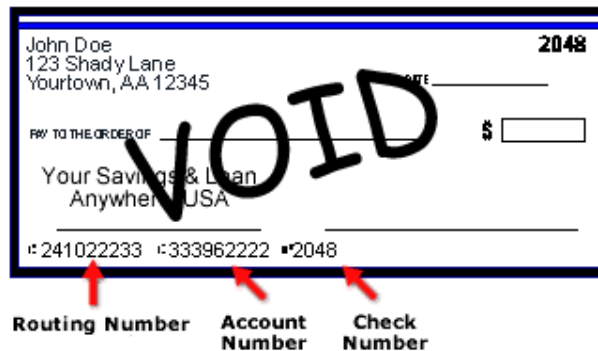
Customer Account Information

Customer Account Number: _____
Customer Name: _____
Customer Mailing Address: _____
Main Phone: _____ Alternative Phone: _____

Bank Information

Bank Name: _____
Account Number: _____
Routing Number: _____

Please provide a voided check with this application.



I authorize Thurston PUD to withdraw funds directly from the bank account listed above for my monthly water service. I understand that my monthly bill will be debited around the 15th day of every month.

Signature: _____ Date: _____

OFFICE USE ONLY

Account Number: _____ Date Added: _____ Initials: _____

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OFFICE USE ONLY – CUSTOMER NAME(S): _____