

Welcome to Thurston PUD!

As your water purveyor, we are pleased to have you as a customer. This pamphlet is designed to introduce you to the utility and answer basic questions you may have. We are committed to customer satisfaction. If there is anything we can do to better serve you, please give us a call. We look forward to meeting your water utility needs for years to come.

ABOUT US

Thurston Public Utility District (Thurston PUD) was officially formed in 1938 by a vote of the people. We currently own and operate 272 water systems serving over 10,400 customers. The PUD primarily provides water services to the citizens of Thurston, Pierce, and Lewis Counties, and also own and operate water systems in Grays Harbor, and King counties. The PUD is overseen by three Commissioners elected by voters of Thurston County to serve on the Board for 6 years. The Commissioners represent the three PUD districts in Thurston County.

The Thurston PUD Board of Commissioners meet on the second and fourth Tuesday of every month at 5:00 p.m.

Members of the public can attend in-person at PUD Headquarters (1230 Ruddell Road SE, Lacey, WA 98503) or by using the Zoom video conferencing platform. For more information, visit our webpage at www.thurstonpud.org.

CONTACT INFORMATION

OFFICE LOCATION:

1230 Ruddell Road SE
Lacey, WA 98503

MAILING ADDRESS:

1230 Ruddell Rd SE
Lacey, WA 98503

OFFICE PHONE:

Local - (360) 357-8783
Toll Free - (866) 357-8783

FAX NUMBER:

(360) 357-1172

WEBSITE:

www.thurstonpud.org

REGULAR OFFICE HOURS:

Monday - Friday
8:00 a.m. to 4:30 p.m.

For emergencies before or after regular office hours, please call (866) 357-8783. Your call will be answered by a third party Call Center who will notify our On Call Field Staff. As a public entity we are here to serve you 24/7.



Welcome to Public Utility District No. 1 of Thurston County

*Customer Information
on Water Utility Service*



1230 Ruddell Rd SE
Lacey, WA 98503

Telephone - (360) 357-8783
Toll Free - (866) 357-8783
Website - www.thurstonpud.org

Office Hours: Monday - Friday
8:00 a.m. to 4:30 p.m.

OPTIONS TO PAY YOUR BILL

We offer a variety of convenient ways to pay your bill, all free of additional charges! Pick the payment method that works best for you!



Auto Pay: Set up an online customer account to set up and manage Auto Pay yourself, or complete the Direct Debit page in your Application Packet for us to set up and manage it for you.



Online Customer Account: Log in to your online account and view/make payments. www.thurstonpud.org



Automated Phone System: 360-357-8783, Option 1 Easily make payments 24/7 over the phone with your account number.



Live Representative: 360-357-8783
Speak with a Customer Service Representative to process a payment.



Main Office: Stop by our office and pay in-person or utilize our drop box at 1230 Ruddell Road SE, Lacey, WA 98503.



Mail: Mail Payments to 1230 Ruddell Rd SE, Lacey, WA 98503.

We accept cash, check, money order, cashier's check, Visa or MasterCard.

YOUR WATER METER

Household water usage is measured by a meter that is typically located near the road and/or property corner and inside a meter box that is usually level to the ground. We encourage you to familiarize yourself with your water meter. This will assist you should you have questions about your bill or concerns that you may have a leak. Call our Customer Service Department for more information on your meter's location.

Thurston PUD requires clear access and entry to our facilities and equipment at all reasonable times so we may read, inspect, maintain, connect or disconnect our equipment. To avoid interruption to your water service, please keep the area around your water meter clear at all times. Customer meters are read once every month to correspond with our billing cycle.

YOUR WATER BILL

To the right is an example of what our billing statements look like. Customers are billed monthly. The bill includes a basic service charge, your water consumption cost, and applicable capital surcharges. Your bill shows the service dates, previous and current meter reads, and the amount of water used in that period. Usage is measured in cubic feet. (One cubic foot is equal to 7.48 gallons.) For new accounts there is a one-time-only new account service charge of \$35 that will be reflected on your first bill.

You have until the 15th of each month to pay your water bill. After the due date, any unpaid bills may receive a \$5 late charge. Bills include current charges, unpaid balances, late charges for delinquent accounts, and previous payment information.

Messages to customers are frequently added to your bill. It is important that you read your water bill and any additional material included with it. If you have any questions about your bill, please do not hesitate to call Customer Service.

EXAMPLE OF YOUR WATER BILL

Account Statement

ACCOUNT INFORMATION

ACCOUNT: 012345-000
SERVICE ADDRESS: 1234 MAIN ST SE
SERVICE PERIOD: 1/1/2026 to 1/31/2026
BILLING DATE: 1/28/2026

DUE DATE: 2/15/2026

METER READING

Serial No	Previous Reading		Current Reading		Usage (CF)	Usage (GL)
	Date	Reading	Date	Reading		
1234567	12/22/2025	24987	1/21/2026	25183	196	1466

CURRENT CHARGES

BASE RATE - 3/4" RESIDENTIAL	48.69
CONSUMPTION-RESIDENTIAL	6.83
CAPITAL SURCHARGE	16.00
EMERGING CONTAMINANTS REMEDIATION	1.78
TOTAL CURRENT CHARGES	73.30

BILL SUMMARY

Previous Balance	68.54
Payments Received	-68.54
Adjustments	0.00
Additional Billing	0.00
Current Charges	73.30
TOTAL AMOUNT DUE	73.30

