

Commissioners

Jim Campbell – District 1
Russell E. Olsen – District 2
Chris Stearns – District 3



Providing safe, reliable, affordable, and sustainable service.

April 1, 2026

Name
Address
City, State Zip

Subject: Welcome to Thurston PUD – New Customer Packet

Dear [Enter name]:

Welcome to Public Utility District No. 1 of Thurston County, also known as Thurston PUD. We are pleased to provide water service to you and your community. Effective **April 1, 2026**, Thurston PUD is officially your new water service provider.

Enclosed in this packet are forms for you to complete for your customer account. The information provided on these forms will help us with the following:

- ✓ Understand your water service needs
- ✓ Contact you if there is scheduled maintenance or a water emergency
- ✓ Give you an overview of our policies
- ✓ Sign you up for auto pay (optional)

We ask that you complete the packet and return it back to us by April 30, 2026.

The forms that we ask you to complete and return are:

- Application for Service (*required*)
- Cross-Connection Control Questionnaire Form (*required*)
- Direct Debit Application (*optional*)

For an electronic copy of these forms, they are available on our website at www.ThurstonPUD.org under Links and Forms. You may also email Customer Service at PUDCustomerService@thurstonpud.org to request electronic copies be emailed to you. Completed forms may be emailed back to us at PUDCustomerService@thurstonpud.org, or mailed to Thurston PUD at 1230 Ruddell Rd SE, Lacey, WA 98503 using the return envelope provided with this packet.

As a Thurston PUD customer you will receive your bill on a monthly basis and payment is due on the 15th of each month.

The transition Rates, Fees, Charges and Surcharges for the Dana Passage water system customers is enclosed with this letter, and also available on our website at www.thurstonpud.org/our-rates.htm. Note, customer rates, fees, charges and surcharges are reviewed and adopted on an annual basis by our Board of Commissioners.

Your new account number will be listed on your first billing that you will receive in May. Please reference this account number on checks and money orders. If you use a Bill Pay service you will need to update your account number, allowing us to apply your payment in a timely manner. You will also be able to use your account number to create an online account to sign up for e-bills or AutoPay if you wish – please visit our website at www.thurstonpud.org and click on **Pay My Bill** in the upper left corner.

We are available 24-hours a day, 7 days a week, please contact Customer Service at (360) 357-8783 to report all emergencies such as water main breaks, water quality issues, and water outages. On weekends and outside of regular business hours, our phone lines are answered by a third-party call center that will relay information to our on-call water technicians.

The team at Thurston PUD welcomes you and appreciates the opportunity to be your water service provider.

If you have any questions, please contact Customer Service at (360) 357-8783, toll-free at (866) 357-8783, or via e-mail at PUDCustomerService@thurstonpud.org.

Respectfully,



Julie Parker
Assistant General Manager
Thurston PUD

Enclosures:

- Application for Service
- Cross-Connection Control Questionnaire Form
- Direct Debit Application
- 2026 Rates, Fees, Charges and Surcharges – Dana Passage Water System
- Welcome to the PUD Brochure
- Return Envelope