







THURSTON PUD PAYMENT OPTIONS


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!

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

 **Automated Phone System:** **360-350-4748** 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.

Do you need to contact us?

If you have questions about your account, your water system or any other issue that may arise, we want you to hear from you! Here is a list of methods to contact our office:

Main Phone	(360) 357-8783
Toll Free	(866) 357-8783
Email	PUDCustomerService@thurstonpud.org
Fax	(360)357-1172
Mailing Address	1230 Ruddell Rd SE, Lacey, WA 98503

If you experience a water emergency, please call us immediately at (360) 357-8783 or toll-free at (866) 357-8783. If you call outside of our normal business hours (8:00 a.m. to 4:30 p.m., Monday through Friday), you will be connected to our emergency answering service and an on-call field technician.

Do not hesitate to contact us with questions or concerns. We look forward to hearing from you!