



September 23, 2020

Name
Address
City, Zip State

Dear Pattison Water Customers,

Pattison Water Company has always been a family owned for-profit business. We believe that it is time for the water system to be publicly owned by you.

After nearly 45 years of working with and operating my family's water business, I would like to announce my plan to retire in 2021. My decision does not come lightly, but in that decision, I had to be sure that you would continue to receive safe, clean, and reliable water service. In ensuring that your water quality and service levels would remain the same or improve, I have decided to allow **Thurston Public Utility District (PUD)** to take over Pattison's duties as water purveyor.

There is never a perfect time for this type of transition, but now is the right time. I look forward to spending my last five months here focused on helping the PUD transition to ownership by **March 1, 2021**.

I have recently become acquainted with John Weidenfeller, who has been the PUD General Manager for the last 10 years. In that time he has transformed the PUD into a strong water utility. I have confidence in the PUD's ability to run a water district and appreciate John's leadership style that puts customers first. I have found John to be a straight shooter. He has a transparent approach that gives customers an opportunity to participate in their processes, and to learn the challenges involved in getting water from the well to their taps. He has a strong team of 12 water operators who are on-call 24 hours a day, 7 days a week. They have 30 employees in total who are hardworking and committed to providing excellent customer service. Our Water Operator David Gruver, who has worked full-time at Pattison Water Company since 2003, has accepted an offer to join the PUD. His skill and knowledge of the Pattison water system will help ensure there is a seamless transition.

The PUD is governed by a Board of three Commissioners that are voted into office by the citizens of Thurston County. The PUD Board of Commissioners hold their open public meetings regularly on the 2nd and 4th Tuesday of each month at 5:00 p.m. The meetings are typically held at the PUD's Headquarters, 1230 Ruddell Road SE in Lacey, but due to the coronavirus pandemic, meetings are held online. Meetings are open to the public and you are welcome to join us. Visit www.ThurstonPUD.org for more information on how to join.

In the coming weeks, Thurston PUD will hold two public online meetings using the Zoom video conferencing application. These meetings will be held for you and will give you a chance to meet and learn more about the PUD Team. You can attend online by visiting www.zoom.com or you can attend by phone. Meeting information, times and dates are as follows:

Date	October 7, 2020	October 8, 2020
Start Time	6:30 p.m.	6:30 p.m.
Zoom ID	833 0870 5666	873 8656 1444
Zoom Passcode	481731	775685
If attending by phone, please call:	253-215-8782 or 346-248-7799 or 669-900-9128	253-215-8782 or 346-248-7799 or 669-900-9128

The Zoom meeting will have a capacity of 500 attendees. In the event the meeting is full during the first session on October 7, there will be a second session on October 8. If both meetings are at capacity, you can submit questions, comments or concerns using the following methods below.

We are in the early stages of this acquisition, so there are many more details to develop and communicate with you. Both organizations are committed to keeping you informed and making this transition as smooth as possible for you.

You can learn more about the PUD at www.ThurstonPUD.org. In an effort to keep the phone lines at both companies open to water emergencies and payments, we ask that you submit any questions you may have about this acquisition in the following ways:

	Pattison Water Company	Thurston PUD
Online:		www.tinyurl.com/thurstonpud
Email:	office@pattisonwater.com	PUDcustomerservice@thurstonpud.org
Phone:		(360) 357-8783, select option 3
Write us:	Pattison Water Company P.O. Box 3374 Lacey, WA 98509-3374	Thurston PUD 1230 Ruddell Rd Lacey, WA 98503

It's been an honor to serve you and your family all these years. We are proud of the system that we have built from 1964 to today. I'm hopeful the PUD will be a good fit and feel confident that you are in good hands. I have agreed to advise and assist the PUD on an as-needed basis, as part of the transition process well beyond the March 1, 2021 timeline. My involvement will act as added confidence and security.

Until then, I am certain you will have questions, and the PUD and I look forward to answering them.

Sincerely,



Jim Casebolt
President and General Manager
Pattison Water Company



John Weidenfeller
General Manager
Thurston PUD