



Thurston PUD Newsletter

We are committed to providing safe, reliable, affordable, and sustainable water services to our customers.

September 2025

Leadership Message

Meet Our New Assistant Director of Field Operations!

In June 2025, Thurston PUD opened an internal recruitment for an Assistant Director of Field Operations (ADFO). The intent of the ADFO position is to train with the current Director of Field Operations (DFO) and transfer into this role when the DFO position becomes vacant due to retirement.

David Gruver, a former Field Technician II, applied for the position and was selected as the ADFO. He started as the ADFO on July 1, 2025.



David Gruver,
Assistant Director
of Field Operations

David, an Olympia area local, earned degrees in Biology and Chemistry from St. Martin's University. He started working in the water industry during summer months before eventually making it a full-time career. He was employed by the Pattison Water Company for over 20 years before transferring to the PUD in 2021 when the District purchased the Pattison water system. In his free time, David loves playing softball, bowling, and gardening. He also enjoys traveling around the world with his wife.

David ensures that the PUD's water systems function properly, which includes providing maintenance and repairs on pumps, motors, and drive among his other regular duties. David says, "The PUD is great place to work. Everyone works well together, and employees are willing to always lend a hand."

His advice for our customers? "The longer I work in this field, the more I realize how precious potable water is. Conserve water in as many ways as you can by using timers, washing the car on the lawn, not letting the shower run the entire time, low flow toilets, etc."

If you see David out in the field, please join us in congratulating him on his new position!

If you would like to request a free garden watering timer conservation device (which can be delivered to you), please contact our Customer Service Team by emailing us at PUDCustomerService@thurstonpud.org or giving us a call at (360) 357-8783, toll-free at (866) 357-8783.

We also offer free leak detecting toilet tablets that are available for pick up at Headquarters located at 1230 Ruddell Road SE, Lacey, WA 98503. For more information on our current Conservation Programs, which also include a residential toilet rebate, please visit our website at www.thurstonpud.org/water-systems.htm.

Thurston PUD Commissioners

District 1

Vacant

District 2

Russell E. Olsen

District 3

Chris Stearns

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Public Hearings on the 2026 Budget, Rates, Fees, Charges, and Surcharges

The PUD Commissioners will hold two Public Hearings in September on the 2026 Proposed Budget, Rates, Fees, Charges, and Surcharges, and on the Proposed 2026 Ad Valorem Assessment. Public Hearings are scheduled on September 9, 2025 and September 30, 2025.

The Proposed 2026 Budget, Rates, Fees, Charges, and Surcharges are now posted on our website at www.thurstonpud.org. Members of the public can review these files and submit any questions or comments to our office or testify to the Commissioners in-person, or virtually on Zoom via computer or telephone.

Information on how to attend is listed below.

Date	Tuesday, Sept. 9, 2025	Tuesday, Sept. 30, 2025
Webinar ID	841 4741 6477	970 3278 6949
Start Time	5:00 p.m.	
URL	www.zoom.us/join	
Phone No.	(253) 215-8782 or (253) 205-0468	

At these hearings, PUD staff will deliver a presentation on the budget and members of the public will have the opportunity to provide testimony on the Proposed 2026 Budget, Rates, Fees, Charges, and Surcharges.

The Public Hearings are hybrid meetings, held in-person at PUD Headquarters (1230 Ruddell Road SE, Lacey, WA 98503) and via the Zoom video conferencing platform. Members of the public are welcome to join these meetings either in-person or from a personal computer or a mobile device.

If you wish to attend by telephone (audio only), please use the information listed above to dial into the webinar. If you wish to attend virtually, please visit the URL listed above and enter the Webinar ID for the meeting you are attending. The direct link to these meetings will also be listed on the PUD's website on each meeting day.

If you cannot attend the Public Hearings, we encourage you to submit written testimony to our office. Please direct any written testimony as follows:

By Mail:

Thurston PUD Board of Commissioners
1230 Ruddell Road SE
Lacey, WA 98503

By Email:

PUDCustomerService
@thurstonpud.org

By Fax:

(360) 357-1172

Please note: written testimony must be received by Friday, September 26, 2025.

Assistive listening devices are available at PUD Headquarters for individuals attending Commission meetings in-person. If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material interferes with your ability to access information, please contact us. To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at [\(800\) 877-8339](tel:8008778339) for TTY/Voice communication.

If you have any questions or concerns, please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or by email at PUDCustomerService@thurstonpud.org.

Currently Recruiting! Apply Today for the Utility Rate Advisory Committee



Are you interested in learning more about the rate-making process at Thurston PUD? Then the URAC may be for you!

We are currently recruiting Thurston PUD customers to join our Utility Rate Advisory Committee (URAC)! Established in 2018, this committee learns about the PUD and observes how rates, fees, and charges are set. The URAC then provides advice and recommendations to PUD Management and the Board of Commissioners related to rates, rate structure, fees, and other charges made to water utility customers.

Quarterly meetings are hybrid, held in-person at Thurston PUD Headquarters and online using the Zoom video conferencing platform. Virtual meeting attendance is encouraged for members that cannot attend in-person.

For more information about this group or to request an application, please contact our General Manager John Weidenfeller at (360) 357-8783 ext. 107 or send an email to jweidenfeller@thurstonpud.org.

How Can I Verify a PUD Employee?

We have received reports from customers that a person is going around neighborhoods knocking on doors and trying to sell filtration systems by claiming the water is contaminated. This type of report is concerning, so we want to provide some factual information regarding our water systems and how to verify a PUD employee.

We ensure all of our water systems follow the regulatory requirements for drinking water as set forth by the Environmental Protection Agency, Washington State Department of Health Office of Drinking Water (DOH), and local counties. Group A community water systems are required to provide their customers and the DOH with an annual Consumer Confidence Report (CCR) by July 1st. This report summarizes the previous year's water quality monitoring results and informs consumers about the quality of their drinking water. For a copy of your CCR, you can visit our website at <https://www.thurstonpud.org/annual-reports.htm>.



Example of PUD logo on issued clothing.

PUD employees working in the field drive vehicles with PUD logos on the sides and an identifying number on the back. Our employees also wear clothing with PUD logos and can provide their employee identification upon request. If you experience any suspicious activity, please call our office immediately to report. For information on scams and how to avoid them, please visit our website at www.thurstonpud.org/scams.htm.

September—National Preparedness Month

September is National Preparedness Month, an annual campaign to remind everyone that preparing for emergencies and disasters can keep us, our families, and our communities safe. One way to prepare for emergencies is by keeping your contact information up to date with our office.

Our Customer Service Team frequently uses emails and automated calls to contact our customers for a range of issues, including emergency communications. Please keep your email address, phone numbers, and mailing address up-to date with our office. Please email us at PUDCustomerService@thurstonpud.org to update your contact information. You can also call our Customer Service Team at (360) 357-8783 or toll-free at (866) 357-8783 to update your contact information over the phone.



Got Sprinklers? Here Are Some Simple Ways to Save

Tune up your system:

Inspect irrigation systems, and fix leaks and broken or clogged sprinkler heads.

Make sure you're watering the lawn, not the sidewalk or driveway!

Just 1 broken sprinkler head could waste up to **25,000** gallons of water and **\$90+** over a 6-month irrigation season — the cost of about 300 daffodil bulbs.



WaterSense, a partnership program by the U.S. Environmental Protection Agency, seeks to protect the future of our nation's water supply. For more tips on reducing outdoor water use, visit www.epa.gov/watersense/outdoor.



Project Help—Customer Support Program

Do you qualify as income-eligible and need assistance with paying your water bill? You may qualify to receive a credit towards your utility bill through our Project Help Customer Support Program.

To be eligible for assistance you must: (1) be a customer with the PUD, with an active account in your name, (2) have received a disconnect notice for your water service, and (3) provide documentation that household income is \$64,000 or less.

If you are a customer in need, we encourage you to reapply each year. Contact our Customer Service Team with any questions or concerns about the program's requirements.

To apply, visit our website at www.thurstonpud.org to complete the Project Help application (available on our website on the Links & Forms webpage). If you'd like to request a paper copy of the application, please contact our Customer Service Team via email at PUDCustomerService@thurstonpud.org or by calling (360) 357-8783 or toll-free (866) 357-8783. For other available resources, please visit our website at www.thurstonpud.org/community-resources.htm.

If you're interested in making a one-time or monthly donation, please call us at (866) 357-8783, or email PUDCustomerService@thurstonpud.org, or return the form below with any payments mailed to our office at Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.

I authorize Thurston PUD to bill my account \$_____.

(Check one) ☐ One-time only
 ☐ Each month

This authorization shall remain in effect until the PUD receives written notification from me to terminate this agreement. I understand that if my account becomes past due, this authorization becomes invalid.

Name: _____ Account No.: _____

Service Address: _____

Signature: _____ Date: _____