



Keanland Park Water System

MEETING WITH THURSTON PUD

JULY 14, 2021

Tonight's Topics

Water System Information

2020 & 2021 Water Use Information

Conservation

Questions

This presentation available on our website
www.ThurstonPUD.org

Tonight's Panelists

John Weidenfeller, General Manager

Julie Parker, Assistant General Manager

Kim Gubbe, Director of Planning & Compliance

Jim Campbell, Director of Field Operations

TaSeana Tartt, Finance and Customer Service Manager

Ruth Clemens, Administrative Services Manager

How to Use Zoom

At the end of the presentation, we will take questions.

- From a computer: click the “Raise Hand” button on your screen.
- From a phone: press *9 to Raise your hand.

We will move quickly through the slides.

You will be called to speak in the following ways:

- From a computer: you will be called on using the name you entered before you entered the meeting.
- From a phone: you will be called on using the last four digits of the number from which you called.

Please state your name.

Keanland Park Water System Information



Keanland Park Reservoir – Low Level 20,000 gallons

Water Storage Capacity

What can we do to increase capacity?

- Larger pumps,
- Interties with another system that has an adequate supply,
- Drill another well,
- Add storage

Is there a concern with adding storage?

- Very costly and time consuming (more than a year)

Did the calculations for the water usage for our development consider the size of lots?

- Yes, lot size was compared to comparable lots in the Water System Plan.
- **New homes** use more water within the first 5 years.

Action Plan -Four Possible Options

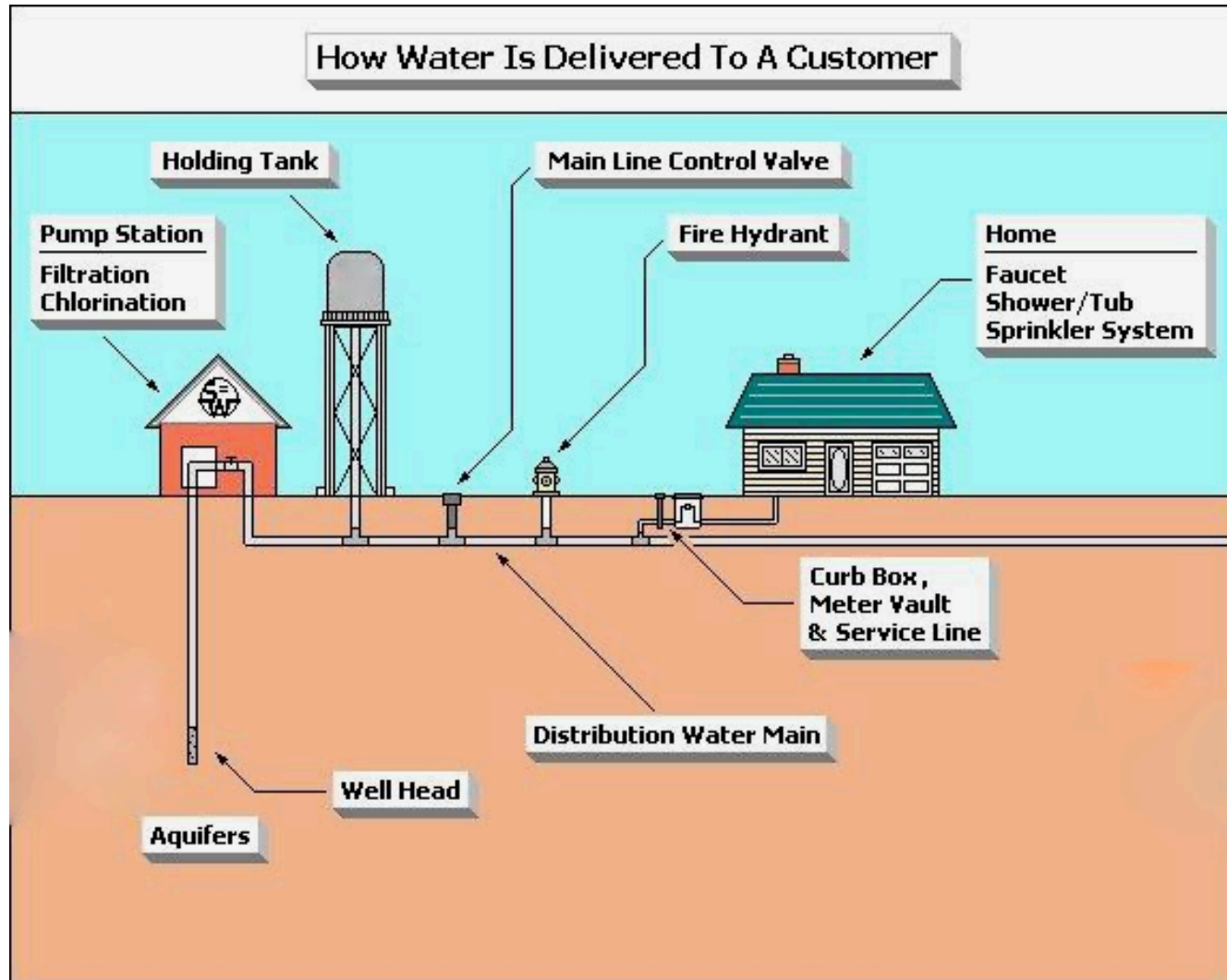
We have hired an engineer and will look at a minimum of four potential options:

1. Upgrade the well pumps to produce more than 60 gallons per minute
Within the next two weeks, we will review this option for feasibility
2. Look into an intertie or emergency intertie with a neighboring water system (possible consolidation)
3. Drilling a second well
4. Adding additional storage
5. **Red flashing alert** indicating a low reservoir level

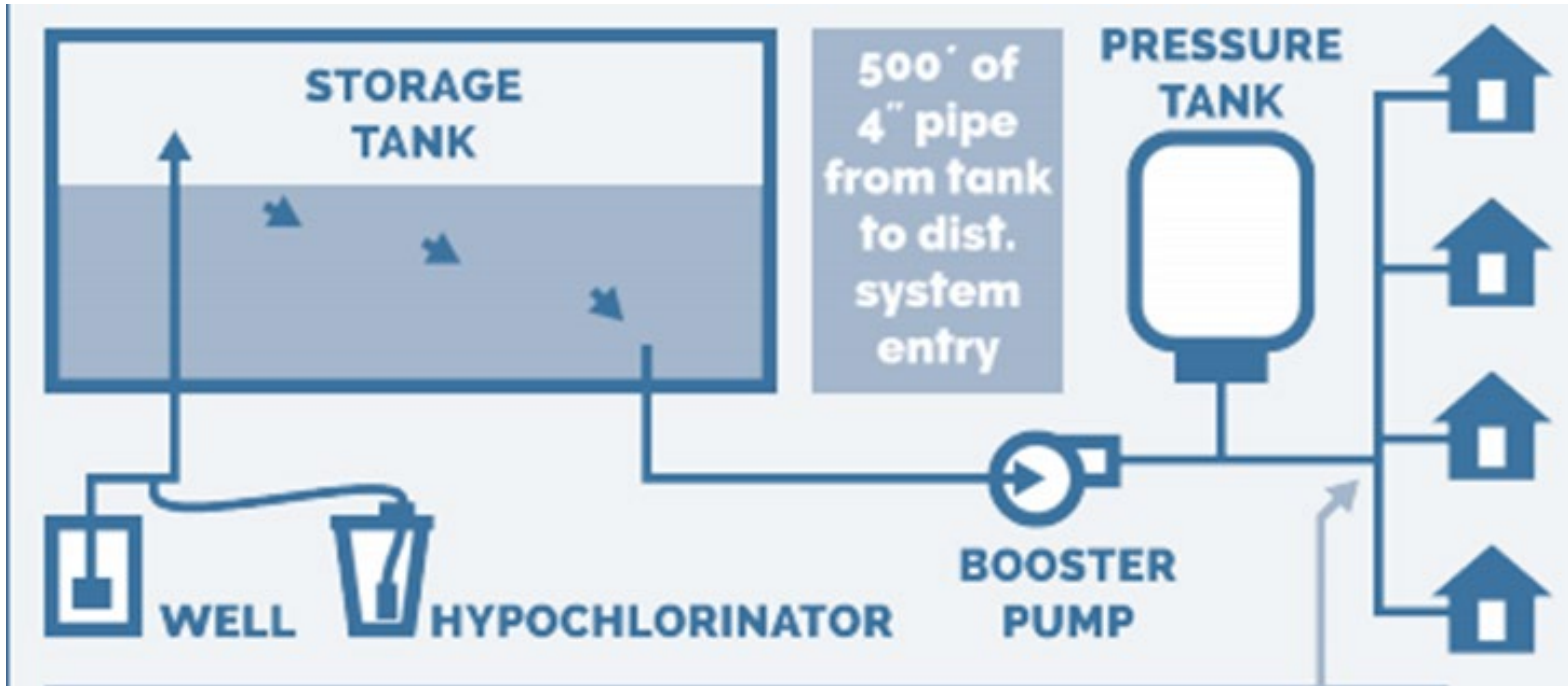
All options will require State review and approval.

PUD will work as quickly as possible to address these issues.

How Water Systems Work (Jim)



How Water Systems Work?



How Water Systems Work?

Keanland Park Water System Information

Water System & Reservoir installed: 2016

PUD purchased: 2017

Well depth: 97 feet

Well production: 60 gallons per minute (includes two well pumps)

System design: 550 gallons per day/per home (maximum day demand)

Reservoir size: 100,000 gallons

Total authorized connections: 109

Current Water System Information

Current connections: 103

- January 2019: 64 homes
- January 2020: 87 homes
- August 2020: 96 homes

System design:

275 gallons per day, per home (average day demand)

550 gallons per day, per home (maximum day demand)

Current Water System Usage (Kim & TaSeana)

Average 2020 and 2021 water consumption, per day, per home

Month	2020	2021
March	114	120
April	157	161
May	317	378
June	386	562
July	545	569
August	717	
September	707	

Conservation

Alternate Day Watering Schedule

- Odd Addresses: Monday, Wednesday, Saturday
- Even Addresses: Tuesday, Thursday, Sunday
- Fridays: Reservoir Refill Day (12:00 a.m. to 11:59 p.m.)
Watering should cease at 12:00 a.m. (Friday morning)

Consider talking with neighbors to stagger watering times.

Outdoor Watering Tips (Kim & Jim)

- Examine and understand your automatic sprinkler system. It may still have the same settings when the developer first installed.
 - **Contact us for a FREE Irrigation System Assessment Program by PUD Staff.**
- Shave 1-3 minutes off each zone of your sprinkler system or drip irrigation.
- Check sprinkler heads. Ensure they are directed on **lawns only**.
- Consider installing drip irrigation directly to your plants and roots, instead of blanket watering.
- Consider using **grass mineral supplement/fertilizer** like Ironite.
- Consult a Master Gardener <http://mastergardener.wsu.edu/>

What is an Emergency 'Do Not Water' Order?

If the water system is in **danger of a 'No Water' event**, we will issue the order.

Examples:

- Reservoir is empty
- Reservoir level is quickly falling
- Other significant issue (pump failure, control box, booster pump failure)

If the reservoir level is quickly falling, and reaches the shutoff level, you may experience water outages up to 4 hours. If watering practices don't change once water is back on, you could experience another outage or have any of the following occur:

- Low or no pressure;
- Air in the home's pipes;
- Brown water and other water quality issues.

What Does “Cease Outdoor Watering” Mean?

DISCONTINUE

- Stop automatic sprinklers
 - No lawn watering
- Filling an empty pool / hot tub
 - Should consult the PUD for helpful tips
- Pressure washing
- Spraying driveway
- Hand washing cars & RVs
- Stop topping off pools and hot tub

PLEASE CONTINUE

- Watering plants by hand

PUD Customer Outreach

Our communication will include one or many of the following:

- Automated Call
- Personalized Call
- Letter
- Email

Please ensure we have the latest information with our Customer Service Team.

We have staff available 24 hours a day, 7 days a week.

Questions from the Community

1. Options to deliver water:

- **Road is unsafe to deliver water without road improvements.** Major improvements would be required to the current dirt road.
- Delivering water into the reservoir would require State approval.

Can create conductivity issues including lead and copper corrosion issues.

Questions from the Community (Continued)

2. Communication with high/excessive summer usage:

- Letter mailed on Friday, July 12th
 - Provided consumption in cubic feet and gallons for May, June and July 2021
- Water meters do not provide real time information. Meters are read monthly; we are unable to monitor daily usage based on the standard meters installed.

Customer can request an advanced meter that provides hourly information available online. (Upfront cost of \$50.00, and \$3.00 monthly)

Questions from the Community (Continued)

3. Eliminating the cold water until it gets hot causing additional usage:

Running water till heated has little impact to high usage (under 200 gallons per day (indoor usage)). The water system can meet the demands in the winter (indoor usage only). However, the system cannot meet the demand in the summer with the outdoor usage. We recommend storing the water for other uses (to water plants or lawns)

Questions from the Community (Continued)

4. How does the PUD plan to enforce the mandatory watering schedule?

The PUD is reluctant to fine or shut off water for enforcement purposes.

We hope the community will police themselves.

Questions from the Community (Continued)

5. Will the PUD provide compensation for lawns and plants?

- The PUD is a part of the Washinton Cities Insurance Authority (WCIA) and we will refer any claims to an adjuster for review.
- Customers can submit a Claim for Damages form. This form is available on our website.

Link to form:

[Claim For Damages Form 02052020.pdf \(thurstonpud.org\)](#)

Questions from the Community (Continued)

6. Water system improvement process:

State must approve. State regulations requires approval of any improvements affecting water quality requires review and approval.

Questions?

COMPUTERS: CLICK "RAISE HAND"

PHONES: PRESS *9

We Want to Hear from You

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Links from Tonight's Meeting

Consumer Confidence Report:

- www.ThurstonPUD.org
- Click on “Water Systems” link on front page
- Under “Water Quality Reports”
- Click on “Annual Water System Reports”
- Find your water system on the list

Rates: <http://www.thurstonpud.org/our-rates.htm>

Washington State Department of Health Sentry System

- <https://fortress.wa.gov/doh/eh/portal/odw/si/Intro.aspx>

