



September 20, 2010

Subject: Non-payment Water Shut-off Disconnection - Change of Procedures

Valued Customers,

The PUD is changing its policies for non-payment of bills beginning in October 2010.

The standard procedure for disconnection due to non-payment will be changing:

- The PUD will continue to notify the customer by two mailings.
- Before we disconnect any service for non-payment of the water bill we will also attempt to contact the customer once by phone or e-mail (if we have your phone number, and are able to speak with someone or leave a message). Please update your contact information if needed.
- The field technician will no longer be going to the customer's door before shutting the water off.
- The field staff will no longer be taking payments in the field. All payments must be made by mail, phone, website, or in the office.

Why are we making these changes?

- To allow our field staff more time to focus on system maintenance and repair.
- To improve the safety of our staff.
- To better insure your money will get to the office and posted to your account as soon as possible.

How will this affect our customers?

1. Customers will no longer be able to hand a payment to a field staff to take to the office for them. Payments may be made in the office, via the drop box, by mail, by phone (check, VISA or Mastercard), or on the web site, [www.thurstonpud.com](http://www.thurstonpud.com).
2. Field staff will no longer knock on the customer's door before they shut-off the water for non-payment.
3. Field staff will no longer collect or carry money during our disconnection process.
4. If a customer does not pay their bill and it becomes delinquent, to ensure water service is not shut-off, they should pay their bill immediately.
5. If not paid before the water is shut-off, customer will be subject to shut-off fees.

You will be receiving more information about our policy and procedure changes in the next few weeks, or you can check out our website at [www.thurstonpud.com](http://www.thurstonpud.com).

If you have additional questions, don't hesitate to contact our Customer Service Representatives or Chief Financial Officer.

Sincerely,

John Weidenfeller  
General Manager