



Thurston PUD Newsletter

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

April 2020

Drinking Water Remains Safe During COVID-19 Pandemic

By Russell E. Olsen, President of the PUD Board of Commissioners

As grocery stores sell out of bottled water, you can rest assured that the water from your tap is safe to drink. I still encourage you to supply your home with the appropriate reserves you need, but the water that Thurston PUD wells supply are safe, clean and reliable.



Russell E. Olsen
Commissioner, District 2

Closed Sources

All Thurston PUD water systems pull water from wells, also called ground water. This means that your water is provided from a closed source; open sources, or surface water, is water that comes from a lake or a river. Water that comes from a closed source like your well has natural protections from viral contaminations. For more information visit the Department of Health’s Office of Drinking Water website at <https://www.doh.wa.gov/communityandenvironment/drinkingwater>. I encourage you to stay accurately informed by also visiting the Center for Disease Control’s website www.cdc.gov.

Deferred Payments

We are doing everything we can to help those facing financial hardships during the COVID-19 epidemic. The PUD is now providing deferred payments for customers who have been put at economic risk. Whether you’ve been diagnosed or are caring for someone who has been diagnosed, you’re a parent with additional childcare financial obligations, or you’ve been laid off from your job, please call our customer service team at (360) 357-8783 to schedule a deferred payment plan that works for you and your household. We are also waiving late fees and charges during this time of COVID-19 challenges and difficulties. Water shut-offs will only be done for public health reasons and not for non-payment at this time.

PUD Facilities Closed to Public

In an effort to keep customers and our employees safe, we have temporarily closed all of our PUD facilities to the public. This means we will no longer take payments in person. Payments are accepted the following ways:

- Online at www.ThurstonPUD.org. Click on the “Pay Bill Online” link at the top left corner of the page.

(Continued on reverse.)

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

Special News

On March 26, 2020, Thurston PUD Commissioner Chris Stearns was elected unanimously as Chair of the Washington Public Utility Districts Association Water Committee. The Washington Public Utility Districts Association represent 27 not-for-profit, community-owned public utility districts.

Thurston PUD
1230 Ruddell Road SE
Lacey, Washington 98503
(360) 357-8783
Toll Free: (866) 357-8783
Fax: (360) 357-1172
www.ThurstonPUD.org

Drinking Water Remains Safe During COVID-19 Pandemic (Continued)

- Phone. Use our automated phone system and pay your bill 24-hours a day, 7 days a week. You can also speak to a customer service representative during regular business hours Monday through Friday, 8 a.m. to 4:30 p.m.
- Mail. You can mail your check or money order to Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.
- On-site Drop Box. You can put your payment in a secured drop box at the address listed above. We ask that you do not submit cash. Envelopes are provided at the front door of our building. The drop box is located in the center of island of the parking lot near our mailboxes.

Caring for Our Employees

Our employees keep the water running. Using expert guidance from the CDC, DOH and the local county health department, we've made important changes to our organization that will help keep us healthy and allow employees to act accordingly to any impacts the virus may have on their personal lives. We believe if we take care of our employees, the water will stay on. Although our operations have shifted, we still provide full service. Our employees are still available 24/7 to address water emergencies.

We recognize that this is a time of tremendous personal and financial stress for everyone, so we are working to do what we can to minimize that stress in the days and weeks ahead. We want to work as hard as we can to keep water flowing to keep customers safe during this pandemic event. If you have concerns about your water service, feel free to call us at (360) 357-8783.

An Important Message from Our Customer Service Team

In an effort to keep our employees and customers safe, our main office located at 1230 Ruddell Road SE in Lacey has been temporarily closed to the public. We are not accepting payments at our front counter at this time.

Low-Income Assistance

Are you a low-income customer? If so, you may qualify for assistance through our Project Help program. For eligibility restrictions or to apply, visit our website at www.ThurstonPUD.org to complete the Project Help application (found on the front page of our website). If you'd like to request a paper copy of the application, please call us at (866) 357-8783 to speak with our Customer Service Team.



Contact Information

As notification for the temporary closure of our main office to the public, we sent a recorded message via telephone to our customers. We frequently use telephone numbers to send messages regarding emergencies, account status, and other important subjects. **We highly suggest that you maintain current contact information with us. If you need to update your information, call our Customer Service Team at (866) 357-8783 or send us an e-mail at PUDCustomerService@ThurstonPUD.org.**

Customer Satisfaction Survey

Our Customer Satisfaction Survey, originally scheduled to begin on April 1, 2020, has been postponed due to the COVID-19 epidemic. The PUD will offer a \$5.00 billing credit to those customers that participate in the survey (limit one credit per household). Once the survey has been rescheduled, we will deliver more information in future newsletters. If you have any questions, please contact our office.

Our Customer Service Team, as well as all PUD employees, is working to continuously provide you with safe and reliable utility service. If you have any questions or concerns, we encourage you to contact us by phone or by e-mail.