



Public Utility District No. 1
of Thurston County

August 2017 Newsletter

Commissioner's Corner

By Linda Oosterman, Commissioner District 1

Customer Satisfaction Survey: We Appreciate Your Input

Let Us Know How We Are Doing. The Commissioners and General Manager of Thurston PUD would appreciate your input and would like to know if you are satisfied with the water and services provided by the PUD.

*Three Lucky Customers
Will Receive a \$50 Credit
on Their TPUD Account.*

We invite you to take our Customer Satisfaction Survey. It only takes about 5 minutes to complete and the valuable feedback received will help the PUD determine how to serve you better.

Please complete the Customer Satisfaction Survey by October 13, 2017. If you provide an e-mail address, or name and phone number, you will be entered into a drawing. Three lucky TPUD customers will receive a one-time \$50.00 credit on their account.



Complete the TPUD Customer Satisfaction Survey Online:
www.thurstonpud.org.

If you would prefer to take the survey in paper form, please contact the PUD office at (360) 357-8783, or toll free at (866) 357-8783, and we will gladly mail the survey to you.

Your participation to help us better serve you is appreciated!

Notice of Proposed Budget and Rate Public Hearings

The Thurston PUD Commissioners will hold Public Hearings on the Proposed Budget for 2018, utility rates, and capital surcharges. Hearings are scheduled on September 11th and September 25th, and if needed on October 2nd. The Commissioners are planning to adopt the 2018 budget, utility rates, and capital surcharges on September 25th following the Public Hearing. Members of the public are welcome to attend these meetings. Information regarding the Proposed Budget and rate increases will be posted on the front page of our web site, www.thurstonpud.org, by Friday, September 1st. Copies can also be obtained by contacting our office at (360) 357-8783; or toll free at (866) 357-8783.

How Can I Ask Questions or Provide My Comments?

You are invited to attend the Public Hearings or submit written comments:

Submit written comments to the address below:

PUD Commissioners

921 Lakeridge Way SW, Suite 301, Olympia, WA 98502

Or email: PUDCustomerService@thurstonpud.org

Written comments received by close of business September 21, 2017 will become part of the public record. The Board will hear, read and discuss your comments. The Board is required to adopt or modify the budget no later than October 2, 2017, but plans to adopt the budget, rates, and capital surcharges for 2018 on September 25th, 2017.

Public Hearing Dates

Monday, September 11, 2017 at 5:00 p.m.

Monday, September 25, 2017 at 5:00 p.m.

Monday, October 2, 2017 at 5:00 p.m., if needed

Hazards Mitigation Plan for the Thurston Region

On the front page of the Thurston PUD website, www.thurstonpud.org you will find a link to the Draft Thurston PUD Annex to the Hazards Mitigation Plan for the Thurston Region. Please take the time to review the proposed mitigation initiatives to protect assets that serve the District's customers. The plan is a requirement for Thurston PUD to be eligible to apply for and receive federal mitigation assistance grants from the Federal Emergency Management Agency. More information about the region's plan can be found at www.trpc.org/hazards. Please send any comments regarding the proposed initiatives or other elements of the annex to cbowen@thurstonpud.org. We will be accepting comments until September 15, 2017.

Water Conservation Customer Tool – Garden Hose Timer

Request your timer today at (360) 357-8783 or toll free at (866) 357-8783.

- ◆ This year, the PUD is providing our customers free garden hose timers. These timers help our customers optimize their lawn and garden water use. There is a limit of one timer per PUD account, while supplies last.



- ◆ The timers are easy to use and don't take batteries. Just attach the timer between an outdoor faucet and the hose, turn the water on and set the timer. At the end of the set time, a valve will close and the water will turn off. These are great for lawn and garden watering.

- ◆ Most water used during the summer months is for outdoor use. If you set a timer, you won't over-water the lawn or garden and can work on other tasks while you are watering. This could help save water and help lower your water bill.
- ◆ The PUD has more information on indoor and outdoor conservation measures and links on our website at www.thurstonpud.org/water-systems.htm.

Employee Spotlight: Derek Genre, Field Technician

I have 20+ years in this industry and have been fortunate enough to work with some of the greatest manufacturers, suppliers, inventors, technicians, teachers, employees, and bosses in the world. I feel very fortunate to have this opportunity to serve you and strive to make your water the best it can possibly be. I look forward to work everyday, because I know everyday brings a new challenge and I love challenges.



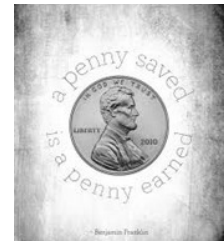
\$5 Credit When You Sign-up for Auto-Debit and Paperless Billing

The benefits of signing up for Auto-Debit are numerous....



- **Convenience.** View your balance... or your consumption... or your statement at any time. Manage your account on your own schedule.
- **Continuous Service.** When your payment comes out automatically every month you can relax knowing that your water service will never be disconnected for non-payment.

- **Save Money and Resources.** Save on postage costs by not mailing in your payments. In addition, you no longer have to worry about late fees or reconnection charges. Last, but not least, all those trees that don't get cut down will thank you.

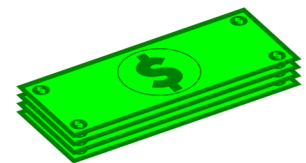


We still process approximately 1,500 payments over the phone, through the mail, and in person EVERY month.



To give you an incentive to sign-up for auto debit and paperless billing, we are offering a **\$5 credit** if you sign up for direct-debit and paperless billing before October 31st, 2017.

You're probably thinking to yourself, "That sounds great! How do I sign-up?" Enrolling in direct-debit and paperless billing is easy.



- Go to www.thurstonpud.org and follow the step-by-step instructions on our front page.



- Not computer savvy? Not a problem! Don't have time to setup the account yourself? That's OK too, we are here to help!
- Just give us a call at 360-357-8783 or email us at PUDCustomerService@thurstonpud.org and we will set-up your account for you, enroll you in paperless billing, and guide you through adding your checking, credit card, or debit card information.

Update on PUD's Capital Improvements Plan, 2017-2021

In 2014, the PUD had community meetings in Thurston, Lewis and Pierce counties to engage our customers in a discussion on how to best prepare for and fund capital improvements necessary in the coming years. After receiving public input, the Board of Commissioners made a decision to pay for ongoing operations and maintenance costs from rates and to pay for capital improvements and replacements from capital surcharges. The water system infrastructure is unique to each water system of the PUD's 164 water systems, but generally, infrastructure refers to the wells, pumps, water mains, pump houses, booster pumps, service lines, water meters, reservoirs, treatment systems, electrical systems, and other associated equipment.

Capital surcharges are used to fund system replacement at the end of an asset's life cycle. We developed and use an integrated asset management system to estimate when things need to be replaced. A capital surcharge of \$1.00 per month per home, or per equivalent residential unit for other facilities, was implemented beginning January 1, 2015. In 2017, this surcharge increased to \$4.80, and it is projected to increase to \$6.70 on January 1, 2018. The PUD made a commitment to you that we will be good shepherds of these monies you pay as surcharges and only use them for infrastructure replacement. The projected capital surcharges per month, for the next few years, are listed below. They are reviewed annually.

Year Capital Surcharge

2018	\$6.70
2019	\$8.60
2020	\$10.50

Our capital improvement plan (CIP) spending is funded by surcharges and other funding, based on the replacement schedule in the asset management plan (AMP), for the next five years, as outlined below.

The capital surcharge account has [\\$292,187.74](#) in it, as of August 17, 2017, and we expect to begin using these monies in 2017.

We appreciate the opportunity to serve you. The PUD will continue to seek grants and low interest loans to pay for infrastructure replacements in the future. Don't hesitate to contact us if you have questions.

Projected Capital Improvement Plan Costs – Estimated Using the Asset Management Plan

Item No.	Total Estimated Costs Per Year				
	2017	2018	2019	2020	2021
CI-41 Valves	\$20,000.00	\$50,000.00	\$0.00	\$0.00	\$0.00
CI-44 Pump Houses	\$100,000.00	\$121,000.00	\$0.00	\$58,000.00	\$26,000.00
CI-62 Treatment	\$56,300.00	\$100,000.00	\$87,950.00	\$16,560.00	\$20,850.00
CI-65 Pressure Tanks	\$41,200.00	\$92,000.00	\$42,900.00	\$52,440.00	\$60,180.00
CI-66 Miscellaneous	\$120,000.00	\$50,000.00	\$50,000.00	\$50,000.00	\$50,000.00
CI-68 Well Drilling	\$204,725.00	\$0.00	\$0.00	\$0.00	\$0.00
CI-71 Electrical	\$32,300.00	\$100,000.00	\$17,700.00	\$11,100.00	\$15,200.00
CI-75 Meters Total	\$39,300.00	\$80,000.00	\$32,300.00	\$23,200.00	\$25,550.00
CI-76 Pumps	\$144,300.00	\$150,000.00	\$122,400.00	\$129,400.00	\$120,800.00
Total Estimated CIP Costs Per Asset Management Plan	\$758,125.00	\$743,000.00	\$353,250.00	\$340,700.00	\$318,580.00
15% Contingency	\$113,719.00	\$111,450.00	\$52,987.50	\$51,105.00	\$47,787.00
Administrative Cost of All Projects	\$35,500.00	\$25,776.00	\$26,807.00	\$27,879.00	\$28,945.00
Total Cost Estimates	\$907,344.00	\$880,226.00	\$443,044.50	\$419,684.00	\$395,361.00