



Thurston PUD Newsletter

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

August 2023

Leadership Message

Public Hearings on the Proposed 2024 Budget and Rates, Fees, Charges, and Surcharges

By Julie Parker, Assistant General Manager

Annually, the District’s Management Team and Board of Commissioners collaborate to define the District’s goals, needs, and projects to be included in the budget for the upcoming year. The budget serves as a policy document, an operations guide, a financial objective, and a communications plan for the PUD and our customers.

The Proposed 2024 Budget and Rates, Fees, Charges, and Surcharges will be posted on our website at www.thurstonpud.org by Thursday, August 31, 2023. We encourage customers to review these files and submit any questions to our office.

The PUD Commissioners will hold two Public Hearings in September on the Proposed 2024 Budget and Rates, Fees, Charges, and Surcharges. Members of the public are welcome to attend these meetings. Information on how to attend is listed below.

Date	Tuesday, Sept. 12, 2023	Tuesday, Sept. 19, 2023
Webinar ID	841 4741 6477	892 1531 6923
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 2024 Budget and Rates, Fees, Charges, and Surcharges.

The Public Hearings will be 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.
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Julie Parker, Assistant General Manager

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

In This Issue

- Why is my bill so high? For trouble shooting tips, check out Page 2!
- A list of splash parks and other public parks with water access is on Page 3.
- Help our Crew find leaks! Read Page 4 for more information.

Thurston PUD will be closed for Labor Day on Monday, September 4, 2023.



Thurston PUD
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Why Is My Bill So High?

One of the more frequently asked questions our Customer Service Team receives is, “Why is my bill so high?” Most fluctuations in usage are a result of one or more of these factors: irrigation/watering of a lawn or garden, filling up a pool or hot tub, household changes (new baby, children at home when out of school during the summer, family visiting, etc.), a large pressure washing project, or a plumbing leak.

If you want to check for a leak using your water meter, please follow these steps:

1. Shut off all the water in and outside of the house.
2. Find your meter (usually on the front part of one of your property lines).
3. Look at the face of the meter, there will be a triangle or circle (a leak indicator) that turns if water is running through the meter. If this dial is turning, you have a leak. If you don't see anything moving or you cannot locate your meter's leak indicator, take down the reading on your meter. Wait 10 to 15 minutes and take another meter reading. If this number has changed and you are not using water in your home, you most likely have a leak on your property.

If you have determined you have a leak, you can contact a plumber or try to find and fix the leak yourself. The most common places for leaks are: toilets, plumbing under the house, or the service line between your meter and your home. ***Homeowners are responsible for finding and fixing leaks that occur anywhere past the water meter.***

A water leak can become very expensive if it is not taken care of as soon as possible. Please contact our Customer Service Department at (360) 357-8783, toll free at (866) 357-8783, or by email at PUDCustomerService@thurstonpud.org to advise that you found a leak and repairs have been made or scheduled.



Example of a leaky customer service line

All About Our Planning & Compliance Team

Our Planning & Compliance Team works closely with Field Operations to ensure that clean and safe drinking water is available to our customers around-the-clock. They play a vital role here at the PUD, and this month we want to shine the spotlight on them.

How many people are employed within Planning & Compliance?

Currently, this team is comprised of four employees: the Director of Planning & Compliance, the District Engineer, and two Administrative Assistants.

What specific functions does the Planning & Compliance Team cover?

The Planning & Compliance Team covers many specific duties and processes within the PUD. Below is a list of some of the team's top priorities and functions.

Planning: Review and revision of Water System Plans; budgeting, review and revision of Asset Management Plans (AMPs); coordinating and planning the Capital Improvement Program (CIP); and review and implementation of the PUD's Emergency Response Plan.

Compliance: Analysis and reporting for water system treatment; coordinating, analysis, and reporting for annual water sampling; water quality reporting; Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUE) reporting; and coordinating and planning small works projects.

Administration: Developing, review and analysis of the PUD's Cross-Connection Control database, customer notifications, purchasing and procurement, and records management within their section.

What is the Planning & Compliance Team working on now?



Planning & Compliance recently completed annual CCR and WUE reports for Group A water systems. They are working on the PUD's Cross-Connection Control Program which includes the Water Use Questionnaire and backflow testing tracking. The Team is also managing the Capital Improvement Program (CIP) such as the Hawley Hills Consolidation, Glen Alder and CCE Mainline Replacement, Pumphouse Replacement Projects and Pattison Upgrades.

Public Hearings on the Proposed 2024 Budget (Continued from Page 1)

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: the deadline for written testimony submissions is Friday, September 22, 2023.

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.

Looking to Beat the Heat?

Nothing beats playing in the water to cool off on a hot summer day! We've compiled a list of local parks where you can enjoy the water this July.

Thurston County

- [Kenneydell County Park](#), 6745 Fairview Rd SW, Olympia, WA 98512
- [Long Lake Park](#), 2790 Carpenter Rd SE, Lacey, WA 98503
- [East Bay Public Plaza](#), 325 Marine Dr NE, Olympia, WA 98501
- [Heritage Park Fountain](#), 330 5th Ave SW, Olympia, WA 98501
- [Woodruff Park Spray-ground](#), 1500 Harrison Ave NW, Olympia, WA 98502
- [Yelm City Park Splash Pad](#), 115 Mosman Ave SE, Yelm, WA 98597

Pierce County

- [Franklin Sprayground](#), 1201 S Puget Sound Ave, Tacoma, WA 98405
- [Titlow Park Sprayground](#), 8425 6th Ave, Tacoma, WA 98465
- [Kiwanis Kids Spray Park](#), 324 S Meridian, Puyallup, WA 98371
- [Gateway Park Splash Pad](#), 10405 SR 302 NW, Gig Harbor, WA 98329
- [Harry Todd Park](#), 8928 N Thorne SW, Lakewood, WA 98498

Lewis County

- [Chet & Henrietta Rhodes Spray Park](#), 401 SW Parkland Dr, Chehalis, WA 98532
- [Mayfield Lake Park](#), 180 Beach Rd, Mossyrock, WA 98564

King County

- [Les Gove Park Rotary Play Sprayground](#), 910 Ninth St SE, Auburn, WA 98002
- [Tukwila Community Center Spray Park](#), 12424 42nd Ave S, Tukwila, WA 98178

Grays Harbor County

- [Finch Playfield](#), 600 Sumner Ave, Aberdeen, WA 98520
- [Art Pocklington Central Playfield](#), Between Emerson Ave and Lincoln St, Hoquiam, WA 98550

Kitsap County

- [Bremerton Harborside Fountain Park](#), 251 1st St, Bremerton, WA 98337



Help Our Crew Find Leaks

Summertime is officially here! This can mean dry, warm weather. One benefit to the PUD during this time is that major leaks may be easier to identify and repair.

Repairing leaks as soon as possible is critical:

- Leaks contribute to the “wear and tear” of a water system. More “wear and tear” could lead to infrastructure failure.
- Leaks can lead to higher energy costs - the more water pumped from the ground, the more energy it takes to pump.
- Leaks are a potential pathway for bacteria and other harmful contaminants to enter a water system.

If you see something, say something! If you see a patch of wet concrete or a damp spot in the yard that can't be explained by recent irrigation or rainfall, this could be a leak. Report these cases to the PUD any time by contacting us at (866) 357- 8783 or PUDCustomerService@thurstonpud.org.



A large puddle on the road caused by leak.

Project Help - Customer Support Program

Do you qualify as income-eligible and need assistance with paying your water bill? Have you and your family been affected financially by the COVID-19 pandemic? You may qualify to receive a credit towards your utility bill through our Project Help Program. For other available resources, please visit our website at www.thurstonpud.org/customer-support.htm.

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 past due notice for your water service, and (3) provide documentation that household income is \$40,000 or less **or** have been financially impacted by COVID-19 and can provide documentation of your employment status. If you are a customer in need, we encourage you to reapply yearly. 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 (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.

If you're interested in making a one-time or monthly donation, please call us at (866) 357-8783, 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: _____