

Leadership Message

CCRs & WUEs

By Kim Gubbe, Director of Planning & Compliance

To meet federal and state requirements, Thurston PUD generates Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUE) Reports for all PUD-owned Group A water systems. These reports are available by July 1 every year. Below we thought we should share some of the most popular questions related to this work.

What types of water systems does the PUD own?

Thurston PUD owns and maintains 277 water systems throughout several counties. Of these 277 water systems, there are 76 Group A water systems and 201 Group B water systems.

What's the difference between Group A and Group B water systems?

Group A water systems serve 15 or more connections or 25 or more people. Group B water systems serve less than 15 connections or less than 25 people.

How do I know which type of system serves me?

If you are a Group A water system customer, a URL link will be listed in the special message portion of your billing statement included with this newsletter. You can also call or email our Customer Service Team to inquire about your water system's name and type. We can be reached at (866) 357-8783 or PUDCustomerService@thurstonpud.org.

I'm a Group B water system customer. Why don't you generate reports for my water system?

Requirements for Group B water systems are different than Group A water systems. While Group A water system reporting is mandated at federal and state levels, the PUD works closely with County Health Departments on requirements for Group B water systems.

Remember, if you are a Group A water system customer, the link to your water system's CCR and WUE is listed as a special message on the billing statement included with this newsletter. You can also find these reports listed on our website at www.ThurstonPUD.org - click on Water Systems, then Annual Water System Reports to find the name of your water system.

(Continued on Page 2.)



Kim Gubbe, Director of Planning & Compliance

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

Important Messages



PUD offices remain closed until further notice.



This month, the spotlight is on the PUD's Planning & Compliance Team. Read more on Page 2.



Thurston PUD has launched a Broadband Survey. Learn more about this topic on Page 3.



Review Page 4 for information on this year's conservation tools, resources and rebates.

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

CCRs & WUEs (Continued from Page 1)

Report Type	Consumer Confidence Reports	Water Use Efficiency Reports
Abbreviation	CCR	WUE
Purpose	CCRs contain details about your water source, explanation of contaminants and their presence in your drinking water, and other information about the PUD and your water system. <i>These reports are also referred to as annual water quality reports or drinking water quality reports.</i>	WUEs contain details on the amount of water produced and consumed for the year, the system's leak loss percentage and its conservation goals. WUE requirements help ensure reliable long-term water supply and help reduce energy use which leads to cost savings.
Required By	U.S. Environmental Protection Agency (EPA) Consumer Confidence Report Rule	Washington Administrative Code (WAC) 246-290
Date Available	July 1st each year	July 1st each year

If you have any questions or concerns, please contact our Customer Service Team by phone at (866) 357-8783 or via email at PUDCustomerService@thurstonpud.org.

For more information about drinking water, practices, and regulations, visit www.ThurstonPUD.org/links-and-forms.htm for a list of links to the Washington State Department of Health and other industry organizations.

What's Happening at the PUD?

This month, the spotlight is on the PUD's Planning & Compliance Team. This team works closely with Field Operations to ensure that clean and safe drinking water is available to our customers around-the-clock. To learn more about Planning & Compliance and their responsibilities, please read more below.

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

- Water System Plans - review and revisions
- Asset Management Plan - budgeting, review, and revisions
- Capital Improvement Projects - coordinating and planning
- Emergency Response Plan - review and implementation

Compliance

- Treatment reports - analysis and reporting
- Annual sampling - coordinating, analysis, and reporting
- Water quality reporting
- Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUE) reporting
- Small works projects - coordinating and planning

Administration

- Cross-connection control database - developing, review, and analysis
- Customer notifications
- Purchasing and procurement
- Records management

How many people are employed within Planning & Compliance?

Currently, this team is comprised of four employees: the Director of Planning & Compliance, two Operations Specialist, and an Administrative Assistant.



What is the Planning & Compliance Team working on now?

Planning & Compliance just completed the Part A update of the PUD's Water System Plan (Umbrella), Part B of the Water System Plans for the Cedar Ridge and Prairie Ridge water systems, the PUD's Risk and Resilience Plan, CCRs, and WUE reports for Group A water systems. Employees are now coordinating several Capital Improvement Projects like the Hawley Hills Consolidation, Timberline Village upgrades, Resort of the Mountain (ROM) upgrades, as well as operations/maintenance upgrades for several water systems. Thank you, Planning & Compliance!

Thurston PUD Launches Broadband Survey in Thurston County

Some people believe that broadband is an essential service. After 2020, more people may now believe that idea. The past year revealed a lot of inequities in access to broadband service such as students unable to attend classes when schools moved to online video conferencing; patients unable to attend regular check-ups because some medical providers were not seeing patients in-person; employees who were restricted from working in the office and could not work remotely from home because of their unstable home internet connection; or businesses that had a hard time transitioning to an online platform after they were required to shut their doors to the public.

Similar to our water services, broadband has brought a level of infrastructure to our lives that we didn't realize existed until it was no longer readily available. There are many regions of Thurston County that don't have reliable, affordable internet access and the Thurston PUD Commissioners have the unique opportunity to examine and mitigate the issue.

In an effort to understand how serious the internet inaccessibility issue is throughout Thurston County, PUD Commissioners have created objectives to work with communities with a special focus on rural school districts. The PUD's vector truck allows Field Operations staff to "vacuum" soil and debris around water lines to find and repair leaks without damaging other pipes or infrastructure.



Some students attended school thanks to outdoor Wi-Fi hotspots, but this is a temporary solution to a greater problem.

"Each of us have heard stories or experienced the frustration of no internet access," said Commissioner Russell E. Olsen. "For a lot of people in our County, having no internet access is something they have no control over because some providers won't come to their areas. Our Commission wants to understand the problem and see if there is a way our PUD can help strengthen these communities." In initiating this review, the General Fund and not water utility monies will not be used to fund this analysis and assessment of the need.

The PUD launched a broadband survey to five small rural school districts, Yelm, Tenino, Rochester, Rainier and Griffin, to share with students and their families. The survey will help map the areas that are considered underserved or unserved. "If people take the survey, it can help us understand where the least connected areas are," said General Manager John Weidenfeller. "If we determine there is a need, we can look at the next steps of how to help." The more data that is gathered, the more understanding we have of the issue.

The Thurston PUD Broadband Survey is now open to PUD customers who live in Thurston County. Visit www.ThurstonPUD.org to take the survey. If you don't have internet access at home, no problem! The survey can also be taken by phone by calling (360) 602-1522.

For more information about the PUD's broadband project, please contact Ruth Clemens at (360) 515-6118.

Don't Let Your Water Bill Surprise You

The hotter it gets outside, the more water is used - a trend we've seen year after year when analyzing consumption and usage patterns. When customers are billed, the consumption that is listed on the bill can reflect consumption up to a month prior to when the bill is received. For example, the bill you receive in July for June charges may reflect consumption from mid-May to mid-June. For this reason, we encourage customers to **make conservation a habit** during both mild and warmer months to prevent any surprises due to consumption amounts.

For information on how to conserve water, visit www.ThurstonPUD.org and click on the "Water Systems" link at the top of the web page. Not only will you find ways you can conserve water during hot summers, but you can also check out our current conservation programs. If you have any questions regarding the PUD's conservation programs, contact Senior Operations Specialist Erica Cecil at erica.cecil@thurstonpud.org.

Equal Payment Plan Program - Enrollment Opens August 1, 2021

Thurston PUD is offering another open enrollment period for customers that are interested in the EPP program.

What is it?

The Equal Payment Plan (EPP) is a free, stable payment plan. EPP is not a discount program, but it allows you to better manage your monthly budget by keeping water costs predictable and manageable. That way, you can avoid spikes in your bills caused by seasonal changes based on how much water you use. There's no fee to enroll, and it's easy to manage.



How does it work?

Your monthly bill will be based on your average usage from the past 12 months. On your EPP anniversary date, we will recalculate your next year's payment. Your bill will only change if your usage amount changes. This may result in the PUD crediting your account or you may owe money. ***Paying attention to your water consumption throughout the year is critical with this payment option.***

Who is eligible?

The EPP program is open to Thurston PUD who have 12 or more months of historic consumption data. If you rent your home, the program enrollment application includes a section for landlord authorization. Please visit our website at www.thurstonpud.org for more eligibility requirements. **Enrollment will open August 1, 2021 and close on August 31, 2021. Please be sure to check next month's newsletter for more information on how to sign up!**

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: _____