

Leadership Message

The PUD Water System Plan

By: Kim Gubbe, Director of Planning & Compliance

This month, the PUD's Planning and Compliance Team has been putting the finishing touches on the District's Water System Plan, a critical and required document that is submitted every six years to the State and Local Departments of Health.

The Water System Plan, or WSP, describes in great detail how the District follows regulations and stays in compliance with State and Local Department of Health regulations. The plan summarizes current business and operation practices and processes and gives DOH officials an opportunity to provide feedback that can help improve or drive necessary changes.

The WSP, also called the Part A Umbrella Plan, is broadly detailed and is comprised of several smaller plans and reports that give a more granular look at how the District is run. These plans and reports include financial reports, descriptions on the budgeting process, Satellite Management Agency Plan, water quality testing plans, Emergency Preparedness Plan, Cross Connection Control Plan and the Water Use Efficiency Plan.

The WSP addresses major District policies and procedures as well.

To top off all of this information, the plan folds in standard specifications and drawings that detail District standards for future projects.

After this year, DOH is requiring that water purveyors submit these highly detailed plans every 10 years.

This plan is one more way that we want to show our customers that providing safe, clean, reliable water is important to us. By submitting this critical document, not only are we meeting regulatory requirements, it also makes us eligible to apply for precious state-funded grants and loans.

This particular plan is special to me and my team because for the first time in District history, the plan was built by District employees from start to finish; an accomplishment that saved the District and its customers at least \$40,000.

After we submit the plan to DOH we'll wait for feedback, make the appropriate changes, and then present the draft at an open public meeting in August 2020, we believe. We'll notify you when the plan will be available online and the public meeting date and time is set. Until then, please stay healthy and safe.



Kim Gubbe, Director of Planning & Compliance

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

Important Messages

Our main office located at 1230 Ruddell Road SE in Lacey is temporarily closed to the public.

For Group A water system customers, Water Use Efficiency (WUE) and Consumer Confidence Report (CCR) information will be available by July 1, 2020 - keep an eye on your next billing statement for this announcement.

Contact our office to update your contact information.

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Capital Surcharge Projects Completed 1st Quarter 2020

Thurston PUD utilizes a Capital Improvement Plan (CIP) to forecast the replacement of infrastructure at our water systems. The Capital Surcharge listed on your monthly billing statement is used to pay for the cost of these planned replacements.

Below you will find a list of some of the Capital Surcharge projects our field staff completed during this year's 1st quarter. Completion of these projects help ensure that your water system continues to function properly to provide safe drinking water. For a complete list, please visit <http://thurstonpud.org/projects.htm>.

Water System	Project Completed	Approx. Total Cost
Eastridge West	Replaced 4 pressure tanks and replaced iron and manganese treatment	\$ 12,200.00
Nisqually Highlands	Replaced 2 well pumps	\$ 9,900.00
Palermo	Replaced 2 well pumps	\$ 6,500.00

Don't Let Your Summer Bill Surprise You

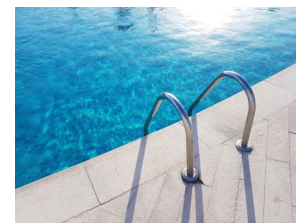
The hotter it gets outside, the more water you use - this is a trend we've seen year after year when analyzing usage patterns. Since your billing statement reflects consumption from anywhere between 10 and 60 days prior to the billing date, we encourage customers to make conservation a habit during milder months to avoid any surprises on their bill.

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 our conservation programs, contact Senior Operations Specialist Erica Cecil at Erica.Cecil@ThurstonPUD.org.

Filling a Pool?

As temperatures rise, swimming can be a fun way to cool off. If you have a pool that you'd like to fill, please keep a few things in mind:

- For your water system, peak demand times may vary, but usually customers are using the most water in the morning (when getting ready for work) and in the evening (when returning from work).
- It may take several hours (approximately nine hours) to fill a 5,000-gallon pool with a ½-inch garden hose.
- Filling a 5,000-gallon pool will add approximately 668 cubic feet (cf) to your monthly consumption total which will in turn increase your consumption charge for the month.



Based on the information above, we suggest filling your pool in increments over a few days during off-peak demand times. This will help prevent possible outages if your water system's well cannot keep up with demand; this could also help prevent certain water quality issues caused by an overworked water system.

Project Help Low-Income Assistance Program

Do you qualify as income-eligible and need assistance with paying your water bill? You may qualify to receive a \$50.00 credit towards your utility bill through our Project Help program, limited to \$50.00 per calendar year.

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 disconnect notice for your water service, and (3) provide documentation that household income is \$40,000 or less. If you are a low-income customer in need, we encourage you to reapply yearly.

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 or email PUDCustomerService@ThurstonPUD.org.