



Thurston PUD Newsletter

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

May 2020

Commissioner Update

Helping Customers Through Hard Times

By The Thurston PUD Board of Commissioners

As our communities come together to respond to the concerns of COVID-19, Thurston PUD has taken steps to ensure customers have uninterrupted access to water service and that customers experiencing hardships due to COVID-19 can get immediate water bill help.



Left to right: PUD Commissioners Chris Stearns, Russell E. Olsen, Linda Oosterman (Photo taken May 31, 2018)

The PUD implemented the following measures to help customers who are experiencing financial hardships:

- All disconnections for non-payment are suspended.
- All late fees have been waived.
- We created a Deferral Program that allows customers that have been impacted by COVID-19 to defer their payments to a later date.
- We are working with customers in need to develop payment arrangements.

If you have been financially impacted by the COVID-19 pandemic, please call our Customer Service Team at (360) 357-8783 or email us at PUDCustomerService@ThurstonPUD.org. We are happy to work with you to find a solution that works best for you.

Project Help Low-Income Assistance Program

Are you a low-income customer? If so, you may qualify for assistance of a \$50.00 credit towards your water bill through our Project Help program.

To be eligible for assistance you must:

- Be a customer with the PUD, with an active account in your name
- Have received a disconnect notice for your water service
- Provide documentation that household income is \$40,000 or less

Our Project Help assistance is limited to \$50.00 per calendar year. If you are a low-income customer in need, we encourage you to reapply yearly.

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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.

Contact us by phone or email if you need to update your contact information on file.

Our Customer Satisfaction Survey has been postponed until further notice.

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(360) 357-8783
Toll Free: (866) 357-8783
Fax: (360) 357-1172
www.ThurstonPUD.org

Put \$50 Back in Your Pocket

Each year, Thurston PUD promotes water conservation inside and outside your homes by offering tools, resources and rebates. This year the District is offering a \$50.00 rebate toward the purchase of a qualifying WaterSense weather-based irrigation controller and/or add-on plugin device. Weather-based irrigation controllers can reduce water waste and lower utility bills. The “Smart” controller automatically adjusts the watering schedule based on the local weather data, soil, and plant types to create a customized water schedule.



Irrigation control technologies can significantly reduce overwatering by applying water only when plants need it. The EPA estimates that up to 50% of irrigation water is overwatering.

Visit www.ThurstonPUD.org/water-systems.htm to sign up and for more rules and details.

Social Distancing - Help Us Help You

As a water service provider, the PUD works hard to ensure we always provide safe and reliable water services to our customers. This means our field staff is continuing to maintain your water system and may be in your neighborhood while performing these essential tasks.

The safety of our community, customers and employees is our top priority, so we are asking our customers to please give our staff the space they need to conduct their work. Following social distancing guidelines, we ask that you keep at least six feet of distance between yourself and PUD staff. Please continue to help us help you by keeping meter boxes and easements clear with easy access. Our staff thanks you for your continued cooperation during this difficult time.

If you have any questions or concerns, please contact Customer Service at (866) 357-8783 or PUDCustomerService@ThurstonPUD.org.

Customer Service Corner

Has your income been affected by COVID-19? If you are facing financial hardship, please contact us as soon as possible to discuss our Deferral Program or to make other payment arrangements for your account.



Is your contact information up-to-date? We frequently contact our customers by mail, phone, and email. **Please contact us by phone or email to keep your contact information updated.**

Are you experiencing a water service emergency? Please call our toll-free number at (866) 357-8783 to report your emergency. After-hours calls will be transferred to our field staff by our answering service.

Project Help Low-Income Assistance Program (Continued)

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.