



# Thurston PUD Newsletter

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

July 2022

## Leadership Message

### What Happens When a Water System is Stressed?

By: Jim Campbell, Director of Field Operations

Summer is officially here. Warmer temperatures lead to more water usage for families in our area as they try to find a way to beat the heat using pools and sprinklers, or use more water for lawns and gardens. During this time, our water system infrastructure is hard at work to keep up with demand, so I wanted to answer the question: What happens when a water system is stressed?



Jim Campbell, Director of Field Operations

### Which components are most affected most when water systems are stressed?

- A well pump is designed to extract water from the well on your water system. If an aquifer does not have enough time to recharge, a well pump can become overworked by pulling sand and debris into your water. It can also pull in air leading to cloudy water.
- Booster pumps are designed to increase water pressure and the flow of your water system. Booster pumps can overheat and cause the circuit to trip off. These pumps may need to be manually reset by a Field Technician. Stressed booster pumps can lead to low water pressure or low flow to your home.

### What are some things you can do to prevent a stressed water system?

- If you need to irrigate your lawn or garden, please irrigate during the early morning hours or late at night. Irrigating during off-peak hours not only prevents water from evaporating, it also ensures that water service is more reliable during peak hours when people tend to use more water.
- If you have a pool, please fill your pool in increments during off-peak hours.
- If possible, install low-flow toilets and low-flow shower heads. These devices conserve water and help reduce your water bill. Currently, the PUD is offering a residential toilet rebate—please read more below.

The PUD has a few conservation programs currently available, including shower timers, garden timers, and the residential toilet rebate. For more information, please contact our team at (360) 357-8783, toll-free at (866) 357-8783, or visit our website at [www.thurstonpud.org/water-systems.htm](http://www.thurstonpud.org/water-systems.htm).

One more important note: Please make sure our Customer Service Team has your current contact information. We want to contact you if there is an outage!

## Thurston PUD Commissioners

### District 1

Linda Oosterman

### District 2

Russell E. Olsen

### District 3

Chris Stearns

## In This Issue

- “What’s Happening at the PUD?” Find out on Page 2.
- Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUEs) Reports have been posted! Learn more on Page 3.
- Curious about Capital Improvement Projects for 2021? Page 4.
- Cool off at a local splash park! See Page 4 for a list of local splash/spray parks!



**Please watch your bill this summer.**

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

## What's Happening at the PUD?

### Equal Payment Plan—Enrollment Opens in August!

Thurston PUD is offering another open enrollment period for customers that are interested in the Equal Payment Plan (EPP) program.



#### What is it?

EPP is a free, stable payment plan. The EPP program 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 customers 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/EPP.htm](http://www.thurstonpud.org/EPP.htm) for more eligibility requirements.

Enrollment will open August 1, 2022 and close on August 31, 2022. Please be sure to check next month's newsletter for more information on how to sign up!

### 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](http://www.ThurstonPUD.org) and click on the "Water Systems" tab at the top of the webpage. Not only will you find ways you can conserve water during hot summers, but you can also check out the PUD's current conservation programs. If you have any questions regarding these programs, please send us an email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).



Eric Kolb,  
Meter Reader

### Employee Spotlight

This month we would like to introduce you to the PUD's newest Meter Reader, Eric Kolb. The PUD is fortunate to have an employee like Eric who bring a diverse work history which includes the Thurston County Sheriff's Office, the Public Works Department at the City of Yelm, and Southwest Airlines. During his off time, Eric likes to spend time with his family and friends. His hobbies include traveling, golfing, skiing, and hiking.

Here at the PUD, Eric reads residential and commercial meters, installs new service lines and meters, and completes various service requests. "Something I have noticed and like about the PUD is that everyone is friendly and helps each other out," says Eric. If you see him in the field, please wave hello to your new Meter Reader!

## CCRs & WUEs

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<sup>st</sup> every year. We thought we should share some of the most popular questions related to this work.

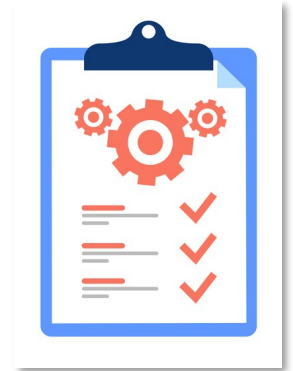
### What are CCRs? What are WUE reports?

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. These reports are also referred to as annual water quality reports or drinking water quality reports.

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.

### What types of water systems does the PUD own?

Thurston PUD owns and maintains 279 water systems throughout several counties. Of these 279 water systems, there are 78 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 will I know if I'm on a Group A or Group B system?

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. Our team can be reached at (360) 357-8783, toll-free at (866) 357-8783, or via email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

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

Group B systems are regulated by the County and there is no requirement for water purveyors to provide those reports to consumers.

**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](http://www.thurstonpud.org): click on the "Water Systems" tab at the top of the webpage, then the Annual Water System Reports link to find the name of your water system.

If you have any questions or concerns, please contact our Customer Service Team by phone at (360) 357-8783, toll-free at (866) 357-8783, or via email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

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

## Help Make Thurston County More Resilient!

How can we make Thurston County communities more disaster resilient? The Thurston Regional Planning Council (TRPC) is hosting a survey to help answer this important question. Several local government agencies (including the county, cities, schools, emergency services, transit, and other districts) will evaluate strategies to reduce community risks from natural hazards such as earthquakes, floods, severe storms, and wildfires.

If you are a Thurston County resident, we encourage you to provide feedback to help develop actions to be adopted by local governments to reduce losses. All responses will remain confidential. **For more information, please visit [www.trpc.org/160/Hazards-Mitigation-Plan](http://www.trpc.org/160/Hazards-Mitigation-Plan) and click "Take the Survey".**

## Capital Improvement Projects for 2021

Our Accounting & Finance Team, with help from our Planning & Compliance Team, tracks the financial data for normal PUD operations and Capital Improvement Projects (CIP) work alike. Below is a list that the Accounting & Finance Team compiled for CIP work completed in 2021.

Category	2021 Amount
Isolation Valve Maintenance	\$ 1,752
Water Treatment Replacement/Upgrades	\$ 26,505
Pressure Tanks	\$ 17,869
Water System Upgrades	\$ 56,674
Service/Source Meter Replacements	\$ 23,221
Well/Booster Pump Replacements	\$122,080
<b>Total</b>	<b>\$248,101</b>

If any CIP work is planned for your water system, keep an eye out for communication from our office, and please keep your contact information updated! Contact us at (360) 357-8783, toll-free at (866) 357-8783, or via email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org) to notify our Customer Service Team of any changes.

If you are interested to learn more about capital projects planned for 2022, please visit our website at [www.thurstonpud.org/our-rates.htm](http://www.thurstonpud.org/our-rates.htm) and click on “2022 Adopted Capital Budget”.

## Cool Off at Local Splash Parks!

Nothing beats playing in the water to beat the heat on a hot summer day! We’ve compiled a list of local splash areas or spray parks for you and your kiddos to enjoy when it heats up this July. The best part? These spots are free to access! For those of you viewing this newsletter digitally, please click on the name of the splash parks below to learn more information.

### Thurston County

- [East Bay Public Plaza](#), 325 Marine Dr NE, Olympia, WA 98501
- [Heritage Park Fountain](#), 330 5th Ave SW, Olympia, WA 98501
- [Woodruff Park](#), 1500 Harrison Ave NW, Olympia, WA 98502
- [Yelm City Park](#), 115 Mosman Ave SE, Yelm, WA 98597

### Pierce County

- [SERA Campus Sprayground](#), 6002 S Adams St, Tacoma, WA 98409
- [Titlow 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

### Lewis County

- [Chet & Henrietta Rhodes Spray Park](#), 401 SW Parkland Dr, Chehalis, WA 98532

### King County

- [Les Gove Park Rotary Play Sprayground](#), 910 Ninth St SE, Auburn, WA
- [Tukwila Community Center Spray Park](#), 12424 42nd Ave S, Tukwila, WA
- [Northacres Park Spray Park](#), 12718 1st Ave NE, Seattle, WA

### Grays Harbor County

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

