



# Thurston PUD Newsletter

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

November 2023

## Leadership Message

### Hazard Mitigation Planning

By Kim Gubbe, Director of Planning & Compliance

Hazard mitigation planning reduces loss of life and property by minimizing the impact of disasters. It begins with state, tribal, and local governments identifying natural disaster risks and vulnerabilities that are common in their area. After identifying these risks, these entities develop long-term strategies for protecting people and property from similar events. Mitigation plans are key to breaking the cycle of disaster damage and reconstruction.



Kim Gubbe, Director of Planning & Compliance

Our Planning and Compliance Team has completed the Thurston County Annex and Lewis County Hazard Mitigation Plan to be submitted with each of the counties' Core Plans for the residents in each county. You can review both draft plans on the PUD's website at <http://www.thurstonpud.org/projects.htm>. Once these plans are approved by State and Federal Emergency Management Agencies, they will allow the PUD to request grant funds for future mitigation projects after an emergency has been declared and funding is made available. Currently, the District received a 2022 FEMA grant to install a generator at the Meadows 690 water system and purchase two portable generators to use during emergencies.

Mitigation initiatives are the PUD's specific actions for mitigating losses and protecting life and property. The initiatives listed below are sorted by priority, determined by a cost-benefit review.

| Hazard Addressed | Action & Description  |
|------------------|---|
| Wildfire         | <b>Wildfire Prevention Strategy</b><br>Develop and implement a District-wide wildfire prevention strategy to remove hazardous vegetative fuels around facilities and retrofit wood framed structures with fire-resistant materials.                 |
| Multi Hazard     | <b>Pump House Backup Power Generator Installation</b><br>Install backup power generators to provide customers reliable water supply when the power grid is disrupted.   |
| Multi Hazard     | <b>Emergency Manual Operation Well Pumps</b><br>Evaluate the installation of manual operated pumps at all Group A water systems to provide a low-cost means to access groundwater for domestic use during emergencies with prolonged power outages. |

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## Thurston PUD Commissioners

### District 1

Linda Oosterman

### District 2

Russell E. Olsen

### District 3

Chris Stearns

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*Don't forget! Daylight Savings Time ends on Sunday, November 5, 2023.*



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)

## Office Closures

The holiday season is approaching! PUD offices will be closed on the following days.

- **Veterans Day** - Friday, November 10, 2023
- **Thanksgiving Holiday** - Thursday, November 23, 2023 and Friday, November 24, 2023
- **PUD Staff's Holiday Celebration** - Thursday, December 7, 2023 from 2:00 p.m. until 4:30 p.m.
- **Christmas Day** - Monday, December 25, 2023
- **New Year's Day** - Monday, January 1, 2024

**If you experience a water service emergency, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783 to report your location. Calls received outside of normal business hours (8:00 a.m. to 4:30 p.m., Monday - Friday) are routed to our answering service and on-call staff.**



## Hazard Mitigation Planning (Continued from Page 1)

| Hazard Addressed | Action & Description  |
|------------------|---|
| Multi Hazard     | <b>Headquarters Building Emergency Response Hub</b><br>The District's Headquarters building could serve as its emergency operations center. The District will perform studies to determine if the building can be retrofitted to current seismic standards.   |
| Multi Hazard     | <b>Remote Monitoring</b><br>Implement a systemwide remote monitoring system to record water pressure and flow rates, reservoir levels, disinfectant levels, power supply, security, and other parameters. Remote sensors improve the District's detection and response during emergencies.  |
| Severe Weather   | <b>Drought Mitigation on Drinking Water Wells</b><br>Evaluate and implement mitigation to vulnerable wells to determine best action to mitigate water outages due to drought which could include, but not limited to: Deeping or replacing of wells, intertying or consolidating systems to give greater redundancy and replace high-leak sections of distribution. |
| Multi Hazard     | <b>Customer Emergency Preparedness and Mitigation Communications Strategy</b><br>Implement an emergency preparedness communications and outreach strategy through utility bill inserts. Information campaigns will educate district customers about personal preparedness and disaster resilience.  |
| Earthquake       | <b>Reservoir Seismic Valve Installation</b><br>Install seismic sensors and automatic valves on the District's largest and regionally most important reservoirs. Automatic shut off valves can preserve water in the event of a water main rupture.  |
| Multi Hazard     | <b>Communication Plan between Thurston PUD and Thurston County</b><br>Creating and implementing a communication plan between Thurston County Emergency Response Teams and Thurston PUD.   |
| Earthquake       | <b>Tanglewilde-Thompson Place Seismic Water Main Replacement</b><br>Replace the aging asbestos cement water main with a new modern main to reduce risks of a system rupture from a major earthquake.  |

## 2020-2022 Audit Report Results

Annually, the Washington State Auditor's Office (SAO) conducts a Financial Statement Audit for the PUD, and an Accountability audit is performed every other year.

In September, the SAO completed their audit of the PUD's 2022 financial statements. The SAO did not report any significant deficiencies or material weaknesses in our financial reporting.

They also completed an Accountability Audit for 2020-2022. The SAO found the District complied with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

We look forward to ensuring our financial statements are consistently presented fairly and accurately according to internal policies, Generally Accepted Accounting Principles (GAAP), as well as state and federal laws and regulations.

If you would like to review the complete Audit Reports, including Financial Statements and supplemental information, visit our website at [www.thurstonpud.org](http://www.thurstonpud.org) and click on "2022 Financial Audit Report" and "2020-2022 Accountability Audit Report" under *The Latest* on the right side of the webpage.



## Options To Pay Your Bill

We offer a variety of convenient ways to pay your bill, all free of additional charges! Pick the payment method that works best for you! We accept cash, check, money order, cashier's check, Visa, or MasterCard.



- **Auto Pay:** Visit [www.thurstonpud.org](http://www.thurstonpud.org) to set up an online account and sign up for Auto Pay. If you prefer automatic payments from your checking or savings account, complete a **Direct Debit Application** form, found online at [www.thurstonpud.org](http://www.thurstonpud.org) under the Links & Forms tab.



- **Online Customer Account:** Visit [www.thurstonpud.org](http://www.thurstonpud.org) and select 'Pay Bill Online' on the top left corner to login and view your account online or make payments.



- **Automated Phone System:** Call us at **(360) 357-8783, Option 1** to make payments over the phone with your account number 24/7.



- **Live Representative:** Call us at **(360) 357-8783** to speak with a Customer Service Representative.

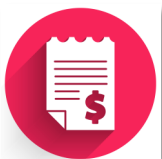


- **Main Office:** Stop by our office and pay in-person at **1230 Ruddell Road SE, Lacey, WA 98503**. You can also use the PUD's drop box, located in our parking lot.



- **Mail:** Mail Payments to **Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503**.

## Don't Be Surprised By Your Water Bill!



Even though hot weather (and days of higher water usage) may be behind us, please keep an eye on your water bill. The billing statement you receive in November for October charges may reflect higher consumption for those last few days of hot weather in early September. Check the 'Meter Read' portion on the right side of your statement for specific consumption dates.

# Preparing an Emergency Kit

Preparing an emergency kit is an easy step you can take to ensure you have basic supplies in the event of a disaster. Make sure your emergency kit is stocked with the items below, and consider what unique needs your family might have, such as supplies for babies or pets. Visit [www.ready.gov/kit](http://www.ready.gov/kit) for a printable list you can take with you to the store.



**EMERGENCY  
EVACUATION KIT**



MAKE A PLAN



BUILD A KIT



BE INFORMED



FOOD AND BEVERAGE



MEDICINE AND HYGIENE

ADDITIONAL ITEMS  
FOR PEOPLE  
WITH DISABILITIES



TOOLS AND ELECTRONICS



BABIES



CLOTHING AND BEDDING



PETS



DOCUMENTS

## Emergency Kit Items—Word Search!

Find the listed items in the scrambled grid, can you find all 10?

Q Z U O J F N P I K S Y W L K  
 M H U G K M L G N Z Q R H G G  
 R F M M F E B A T T E R I E S  
 A I G A P D F V S A C T S A J  
 D R P T M I L S R H E O T I D  
 I S L C I C W W J N L W L Y O  
 O T I H Z I F C A F W I E D C  
 Q A E E W N O F P T A C G I A  
 M I R S T E O A Z C E W Y H G  
 B D S Y E M D F S O M R W X T

- Words**
- Flashlight
  - Whistle
  - Radio
  - Batteries
  - Water
  - Matches
  - Firstaid
  - Food
  - Medicine
  - Pliers