



Thurston PUD Newsletter

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

September 2020

Leadership Message

Detecting Leaks and Effective Operations

By: Jim Campbell, Director of Field Operations

Every drop of clean water matters to our utility, and our pipes are a major piece of the infrastructure that reliably provides water to your homes. Just like most of the assets at our utility, pipes are subject to aging, failure and replacement, but because they're hidden underground, they aren't as straightforward or obvious when they are in disrepair.

Dry summer months are the best time to detect and repair leaks. Some leaks are glaringly evident because they appear as random puddles of water on an otherwise dry ground. Some aren't as noticeable and require the use of leak detection equipment like leak loggers. Leak loggers use acoustic technology that traces leaks over pipes by "listening" for flowing water during hours of the night when there is little to no water use.

My team then uses the data that's collected by the leak loggers to isolate the pipes that appear to have water flowing through them and then begin to verify the information. Once verified, we're able to start the pipe repair process and put shovels to the dirt.

This year has been unlike any other because of all the new guidelines around protecting my team from coronavirus exposure. I split my team into two teams of similar experience and skillsets in an effort to limit exposure to one another. Creating two independent teams isolates them in the event one team is infected, the District still has one fully operational team with identical skillsets. This new team structure has really pushed my team to stretch and sharpen their abilities and, for some, grow into new roles. There are also some productive and efficient results of this new mode of operating like employees starting their workdays from their trucks. My team hits the ground running each day and we start our days with radio check-ins and assignments. This one temporary change in our work has saved my team valuable time.

Over the course of this pandemic, our Field Operations Team has grown in ways that probably would have taken years of on-the-job training and experience to achieve. During these turbulent times, it's more important than ever to ensure safe water is flowing to your homes. This pandemic has highlighted the importance of effective teamwork and water's important role in keeping our communities safe and healthy. You can rest assured that reliably providing safe, clean water to you is our top priority.



Jim Campbell, Director of Field Operations

Thurston PUD Commissioners

District 1

Linda Oosterman





District 2

Russell E. Olsen

District 3

Chris Stearns

Important Messages

-  PUD offices will remain closed until further notice.
-  Don't miss another water alert! Give us a call to update your contact information!
-  Take a look at the PUD's conservation programs, listed on Page 3.
-  Do you qualify for Project Help? Review Page 4 for more information on this important Customer Support Program.

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Your Capital Surcharge at Work

The Thurston PUD Field Operations Team has been hard at work ensuring your Capital Surcharge dollars are being put to good use. Since January, the District has spent over \$72,000 in infrastructure replacements and upgrades - a list of projects completed during the second quarter of 2020 is shown below. For a complete list, visit our website at www.thurstonpud.org/projects.htm and click on the link at the bottom of the webpage.

Water System Name	Work Completed	Ending Date	Parts	Labor Costs	Total
2533	Well/Booster Pump Replacement	04/30/20	\$88.42	\$0.00	\$88.42
Bald Hills	Replace Plumbing/Pressure Tank	04/29/20	\$513.39	\$130.11	\$643.50
Bear	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
Cedar Shores	Replace Plumbing/Pressure Tank	05/31/20	\$1,230.55	\$727.71	\$1,958.26
Country Club	Well/Booster Pump Replacement	05/31/20	\$6,323.38	\$2,663.09	\$8,986.47
Countrywood	Well/Booster Pump Replacement	04/17/20	\$3,446.67	\$1,928.28	\$5,374.95
Crescent Pk	Existing Treatment Upgrades	05/31/20	\$182.30	\$0.00	\$182.30
Crocker Creek	Well/Booster Pump Replacement	06/30/20	\$488.87	\$130.11	\$618.98
Crocker Creek	Well/Booster Pump Replacement	06/30/20	\$488.87	\$0.00	\$488.87
Crow	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
Deerfield Park 2	Well/Booster Pump Replacement	04/30/20	\$4,083.97	\$1,928.28	\$6,012.25
Eagle	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
Elk Heights	Existing Treatment Upgrades	04/15/20	\$492.65	\$148.56	\$641.21
Enslow #1	Well/Booster Pump Replacement	06/24/20	\$91.29	\$0.00	\$91.29
Enslow #2	Well/Booster Pump Replacement	06/24/20	\$91.29	\$0.00	\$91.29
Enslow #3	Well/Booster Pump Replacement	06/24/20	\$91.29	\$0.00	\$91.29
Forest Glen	Replace Plumbing/Pressure Tank	04/29/20	\$1,674.96	\$727.71	\$2,402.67
Frog Hollow	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
Frog Hollow 1	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
Harmon Road	Well/Booster Pump Replacement	06/30/20	\$1,673.03	\$722.56	\$2,395.59
Hemlock	Replace Plumbing/Pressure Tank	04/30/20	\$833.84	\$130.11	\$963.95
Hosch Estate 1	Well/Booster Pump Replacement	04/30/20	\$214.27	\$0.00	\$214.27
Hosch Estate 2	Well/Booster Pump Replacement	04/30/20	\$214.26	\$0.00	\$214.26
Hosch Estate 3	Well/Booster Pump Replacement	04/30/20	\$214.26	\$0.00	\$214.26
Knowles Road	Well/Booster Pump Replacement	05/31/20	\$1,110.06	\$459.85	\$1,569.91
Meadows	Well/Booster Pump Replacement	06/30/20	\$17,012.31	\$2,226.71	\$19,239.02
Nisqually Highlands	Well/Booster Pump Replacement	05/31/20	\$2,622.23	\$433.09	\$3,055.32
Quail Run	Replace Plumbing/Pressure Tank	05/05/20	\$436.57	\$68.61	\$505.18
Raubuck	Well/Booster Pump Replacement	04/30/20	\$248.48	\$0.00	\$248.48
Raven	Replace Plumbing/Pressure Tank	04/30/20	\$416.92	\$130.11	\$547.03
RES 1	Well/Booster Pump Replacement	04/30/20	\$248.48	\$0.00	\$248.48
RES 2	Well/Booster Pump Replacement	04/30/20	\$248.48	\$0.00	\$248.48
Reserve Cooper Point 4	Well/Booster Pump Replacement	07/22/20	\$308.78	\$0.00	\$308.78
Roseburg	Existing Treatment Upgrades	04/15/20	\$317.82	\$597.66	\$915.48
Talcott	Existing Treatment Upgrades	06/30/20	\$205.42	\$130.11	\$335.53
Whitney	Replace Plumbing/Pressure Tank	06/30/20	\$428.53	\$130.11	\$558.64
Y-Not	Well/Booster Pump Replacement	06/30/20	\$242.72	\$130.11	\$372.83

Conservation Programs

Conservation is a cornerstone of utility service. Here at Thurston PUD, we take conservation very seriously. Conservation affects many aspects of our service, including planning, operations, and customer outreach.

In order to meet conservation goals that are set PUD-wide, we create relevant conservation programs each year. A list of the conservation programs the PUD has implemented in the past few years is shown below:

Past Programs

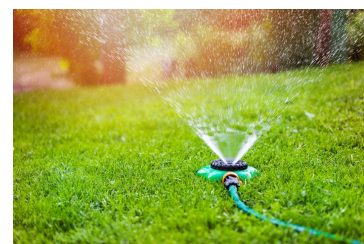
Toilet Rebates

From 2013 to 2016, the PUD implemented a toilet rebate program that granted a \$50.00 bill credit to customers that replaced their older toilets with high-efficiency models. During this time frame, the PUD issued a total of 47 toilet rebates.

Current Programs

“Smart” Weather-Based Irrigation Controller Rebates

New for 2020 is the PUD’s weather-based irrigation controller rebate. Weather-based irrigation controllers can reduce water waste and lower utility bills. This program provides a rebate of \$50.00 towards the purchase price of a qualifying WaterSense smart irrigation controller and/or add-on plug-in device. To date, the PUD has received six applications for this conservation program.



If you are interested in this program or would like to apply, visit our Water Systems webpage at www.thurstonpud.org/water-systems.htm, and click on Smart Irrigation Rebate.

Irrigation Consultations

In 2019, the PUD began a conservation program that offered irrigation consultations. Several PUD Field Technicians received training on current irrigation practices, tailored to Pacific Northwest living; these Field Technicians met with customers to analyze the customer’s irrigation system and advise on possible improvements. After these consultations were completed, it was determined that half of these customers reduced their water usage by 20 to 70 percent in 2019 compared to their 2018 consumption for the same comparable periods.

If you are interested in receiving a no-charge irrigation consultation, please contact our Customer Service Team at (866) 357-8783 or PUDCustomerService@thurstonpud.org.



Garden Timers

Garden timers come in a variety of shapes and sizes and offer convenience, reliability, and efficiency when used to water gardens and other irrigation zones. In 2017, the PUD implemented a conservation program to distribute garden timers to customers that requested these devices. Between 2017 and 2019, 182 garden timers were distributed to PUD customers.

If you are interested in receiving a garden timer, please contact our Customer Service Team. Since quantities are limited, garden timers are provided on a first-come, first-served basis.

“Smart” Cellular Meters

The PUD began offering cellular meters in 2019. These “smart” meters give customers direct access to their water consumption data, allowing them to easily view, understand, and manage their water usage. There are
(Continued on Page 4)

Conservation Programs (Continued)

several important features offered by the cellular meters including a web-based consumer portal and leak alerts. One of the PUD's customers, an apartment complex in Lacey, reduced their water consumption by 59 percent after a cellular meter installation – a large portion of this amount was caused by leaks in the customer's irrigation system.

These meters cost \$250.00 to the PUD. However, as part of this conservation program, there is only a \$50.00 charge to customers to install a cellular meter. There is also a monthly application subscription charge of \$3.00. Please note: cellular meters are only available in areas with adequate cell phone coverage. If you are interested in a cellular meter, please contact our Customer Service Team. Since quantities are limited, cellular meters are installed on a first-come, first-serve basis.

If you have any questions about conservation programs, past or current, please contact our Customer Service Team at (866) 357-8783 or PUDCustomerService@thurstonpud.org.

Did You Know?

Easy-to-fix water leaks account for nearly one (1) trillion gallons of water wasted each year in U.S. homes. The average household leaks nearly 10,000 gallons of water per year, or the amount of water it takes to wash 300 loads of laundry, which can cost you an extra 10% on your water bills.

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.

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 are economically affected by COVID-19 and can provide documentation of unemployment 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.

I authorize Thurston PUD to bill my account \$ _____.

- 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: _____