

## Leadership Message

### What Does It Take To Get Water To Your Home?

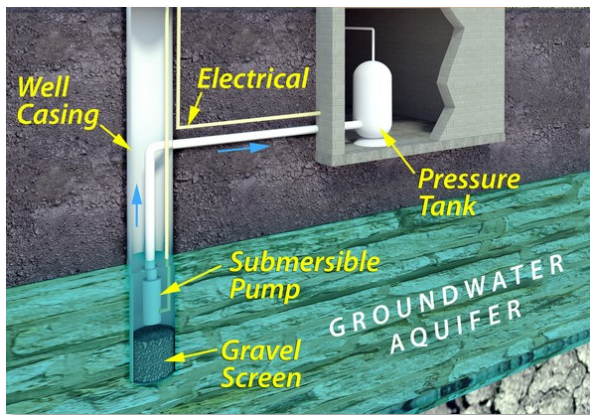
By: Jim Campbell, Director of Field Operations

Water consumption is a necessary part of our daily routines. This includes tasks such as flushing the toilet, taking a shower, washing the dishes, washing clothes, filling up our pet’s water bowls, and so much more. We can rely on the flow of potable water each time we turn on our faucet. Most of us probably perform these tasks without a second thought as to how the water got to the faucet in the first place. Here at Thurston PUD, we work hard to ensure our customers have this essential resource.

Thurston PUD owns 279 water systems—each one is served by well water. Well water is water that comes from a hole dug deep into the ground, which reaches groundwater in an aquifer (a layer of water-bearing rock or sediment) far below the surface.



Jim Campbell,  
Director of Field  
Operations



The well water’s hole is held open by a pipe that reaches all the way to the aquifer, the source of the water. An electrical pump is installed to pull the well water from the aquifer and bring it up to the surface. From there, if the water is treated, the water may pass through a treatment system such as chlorination or filtration.

In many community water supply systems, water pressure is provided by pumping water up into storage tanks that store water at higher elevations than the homes they serve. The force of gravity then “pushes” the water into your home when you open your tap. Some systems have booster pumps that assist in keeping water pressure at adequate levels. In a typical community water supply system, water is transported under pressure through a distribution network of buried pipes. Smaller pipes, called house service lines, are attached to the main water lines to bring water from the distribution network to you house. Between the main line and service line there is a water meter that measures how much water passes through it into the service line. This meter is used to bill customers for the water used.

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## Thurston PUD Commissioners

### District 1

Linda Oosterman

### District 2

Russell E. Olsen

### District 3

Chris Stearns

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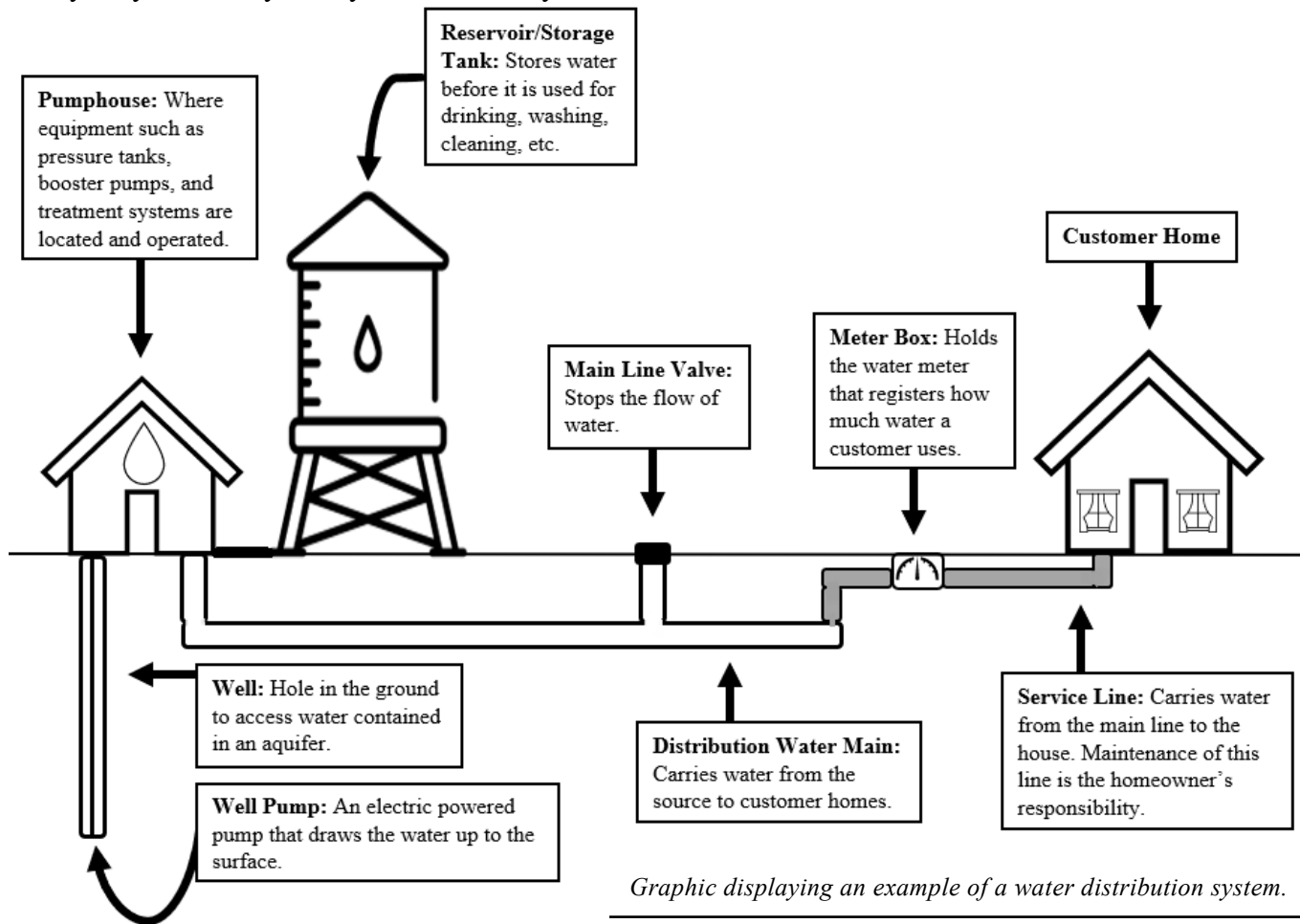
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## What Does It Take To Get Water To Your Home? (Continued from Page 1)

Every month, PUD staff makes their scheduled rounds to each water system for operations and maintenance. Some of the recurring tasks include taking monthly water samples at our water systems to comply with local, state, and federal regulations, daily rounds to our treated water systems to monitor and maintain the treatment systems, locating water lines for construction work involving digging, and exercising water valves and flushing of water mains for regular maintenance. Our meter readers visit over 9,000 properties in the first 15 days of each month to capture and record consumption amounts for PUD customers.

Our Field Operations Team is the largest division within Thurston PUD; the 15 employees we have work hard to ensure that safe drinking water is readily available to our customers. We appreciate the opportunity to serve you, your family, and your community!



## Word Scramble—Components of a Water Distribution System

Unscramble the letters below to reveal a word that is a component of a water distribution system.

RIREVSOER \_\_\_\_\_

LWEL MPUP \_\_\_\_\_

SIRECEV ILNE \_\_\_\_\_

PMPU OHSEU \_\_\_\_\_

NAMINELI EAVLV \_\_\_\_\_

EEMRT XBO \_\_\_\_\_

Answers: reservoir, service line, main line valve

Answers: well pump, pump house, meter box

## Water Conserving Devices for Your Bathroom You Can Install Yourself

You may be surprised to learn in most homes the toilet uses the most water each month, more than showers! According to the EPA, around 24 percent of house-hold water use is contributed to flushing the toilet. Because water conservation is a large focus of the staff here at Thurston PUD, we'd like to tell you about some "toilet tips" and basic water-saving devices for your toilet that can help you save money on your next bill. Below is a list of tips for you to consider:

- ◆ Use the garbage to dispose of waste, like feminine hygiene products, wipes, or other paper products. Improper disposal of these products can lead to clogging and expensive repairs.
- ◆ Consider installing a toilet tank displacement bag which reduces the amount of water used during each flush. The bag is a special inflatable device that takes up space in your toilet. You can also use a plastic bottle filled with rocks to place in the tank. This helps displace some water and saves a little on each flush.
- ◆ Fix toilet leaks immediately. Tell-tale signs of a malfunctioning toilet flapper include toilet water running for longer than usual, rippling water movement in the toilet bowl between flushes, low flushing power or hissing noises while the bowl is filling, and higher-than-expected water bills.
- ◆ Consider installing a dual flush toilet or a high efficiency toilet. A dual flush toilet has two separate user-controlled operations for flushing away liquid or solid waste. It releases 0.5 gallons of water to 1.5 gallons depending on its flushing purpose.

The PUD currently offers a Residential Toilet Rebate for qualifying fixtures. For eligibility requirements or to apply, please click on the Residential Toilet Rebate link on our website at [www.thurstonpud.org/water-systems.htm](http://www.thurstonpud.org/water-systems.htm). If you have any questions about water conservation or the PUD's current conservation programs, please visit our website at [www.thurstonpud.org/water-systems.htm](http://www.thurstonpud.org/water-systems.htm).



## 2024 Budget, Rates, Fees, Charges, and Surcharges Public Hearings

The 2024 Proposed Budget, Rates, Fees, Charges, and Surcharges were posted on our website by September 1st at [www.thurstonpud.org](http://www.thurstonpud.org). The PUD Commissioners will hold two Public Hearings in September on the 2024 Proposed Budget, Rates, Fees, Charges, and Surcharges, and on the Proposed 2024 Ad Valorem Tax on September 12th and 19th. We encourage customers to review these files and submit any questions or comments to our office, or to testify to the Commissioners in-person, or virtually on Zoom via computer or telephone. Please note, the deadline for written testimony submissions is Friday, September 22, 2023. Members of the public are welcome to attend these meetings. Information on how to attend is listed below.

Date	Tuesday, Sept. 12, 2023	Tuesday, Sept. 19, 2023
Webinar ID	841 4741 6477	892 1531 6923
Start Time	5:00 p.m.	
URL	<a href="http://www.zoom.us/join">www.zoom.us/join</a>	
Phone No.	(253) 215-8782 or (253) 205-0468	

At these hearings, PUD staff will deliver a presentation on the budget and members of the public will have the opportunity to provide testimony on the Proposed 2024 Budget, Rates, Fees, Charges, and Surcharges.

The Public Hearings will be hybrid meetings, held in-person at PUD Headquarters (1230 Ruddell Road SE, Lacey, WA 98503) and via the Zoom video conferencing platform. Members of the public are welcome to join these meetings either in-person or from a personal computer or a mobile device. If you wish to attend by telephone (audio only), please use the information listed above to dial into the webinar. If you wish to attend virtually, please visit the URL listed above and enter the Webinar ID for the meeting you are attending. The direct link to these meetings will also be listed on the PUD's website on each meeting day.

## Keep Your Contact Information Updated!



Our Customer Service Team frequently uses emails and automated messages to contact our customers for a range of issues, from emergency communications to billing status updates. Emails are a great resource that are free, fast, and easy for us to send information to you.

**Please keep your email address, phone numbers, and mailing addresses up-to-date with our office.** This ensures Customer Service can contact you regarding your account or for scheduled or emergency maintenance on your water system.

**Please email us at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org) to add your email address to your account or updated other contact information.** You can also call us at (360) 357-8783 or toll-free at (866) 357-8783 to update your contact information over the phone.

## 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. For other available resources, please visit our website at [www.thurstonpud.org/customer-support.htm](http://www.thurstonpud.org/customer-support.htm).

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** have been financially impacted by COVID-19 and can provide documentation of your employment 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](http://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](mailto:PUDCustomerService@thurstonpud.org), or return the form below with any payments mailed to our office at Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.

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

(Check one)       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: \_\_\_\_\_