



# Thurston PUD Newsletter

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

June 2025

## 2025 Conservation Programs

Each year, Thurston PUD promotes water conservation by offering tools, resources, and rebates. This year, the PUD is offering the following:

### Residential Toilet Rebate

→ A \$50.00 rebate is available for qualifying high efficiency residential toilet replacements. Toilet fixtures must have been purchased in 2025 and must include the WaterSense logo (pictured right). Please review all eligibility criteria by clicking on the “Residential Toilet Rebate” link at [www.thurstonpud.org/water-systems.htm](http://www.thurstonpud.org/water-systems.htm). A rebate will be provided to the first 25 eligible applications.



### Garden Watering Timers

→ Orbit watering timers are offered to the first 100 customers who request them—call our office at (866) 357-8783 to speak with our Customer Service Team. The Orbit Mechanical Watering Timer connects to your spigot and hose and provides timed watering, giving your lawn just the right amount of water. Using this timer saves water and money by preventing over-watering.

### Education on Irrigation Systems

→ Through newsletters, our website, and bill statements, we will send out “Best Management Practices” and information on current equipment available to help keep your lawn green while conserving water. Keep an eye out for future newsletter articles spotlighting this topic!

### Irrigation Help Line

→ The Planning and Compliance Specialist, Blake Nylund, will take calls to help customers better understand their current system and ways they can conserve. If you have any questions about your irrigation, please call Blake directly at (360) 357-8783, extension 126.

### Advanced Meter Program

→ Advanced, cellular meters are offered to customers that want direct access to their water consumption data. Customers are billed \$50.00 for the meter itself (valued at \$270), then an additional \$3.00 per month for the ongoing fee for the online program. Customers will gain access to an online dashboard, accessible by computer or on a mobile device, to view consumption, leak alerts, or tips on conserving water.

For more information on the program options listed above, please visit the Conservation Program section on our website at [www.thurstonpud.org/water-systems.htm](http://www.thurstonpud.org/water-systems.htm). You may also contact our Customer Service Team by email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org), by phone at (360) 357-8783, or toll-free at (866) 357-8783.

## Thurston PUD Commissioners

### District 1

Linda Oosterman

### District 2

Russell E. Olsen

### District 3

Chris Stearns

## Important Messages

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## Behind Your Meter—Understanding Your Responsibilities

The PUD often gets questions about replacing water meters and what the PUD is responsible for. We wanted to provide additional information to homeowners to better understand where their responsibilities begin to prevent frustration down the road. Let’s break down the building blocks of how water is delivered to your faucets and who is responsible for maintaining what.

Thurston PUD is responsible for delivering water up to the meter and maintaining the water system infrastructure and components. Once water passes through the meter and on to the customer’s property, responsibility shifts to the customer. Everything on the customer’s side of the meter, commonly referred to as “behind the meter”, falls under the homeowner’s care.

### The PUD’s Responsibility: Up to the meter

### The Customer’s Responsibility: Behind the meter

<i>Well and components:</i> The PUD is responsible for the upkeep of the well, including regular water testing and maintenance of the well pump and other equipment.	<i>Home plumbing and faucets:</i> All plumbing and fixtures throughout your home, including your hot water tank, is your responsibility.
<i>Distribution main lines:</i> Thurston PUD maintains and repairs the lines that carry water through the neighborhood and to your meter.	<i>Personal service line:</i> This brings water from the meter to your home. If this line has a leak, it is the customer’s responsibility to repair the leak.
<i>Water meter:</i> Meters measure the water you use to provide you with an accurate bill for your service. This device is installed and owned by Thurston PUD, and we handle any repairs or replacements needed.	<i>Maintaining clear access to meter:</i> Thurston PUD policy states the customer is required to provide safe, clear access and entry to the meter for service-related work at all reasonable times.

### How do I request a water shut off?

Did you know that only Thurston PUD staff are authorized to access the water meter box to turn off/on the water to your home or business? Thurston PUD policy states that, “Only authorized District personnel may initiate and turn on services to a water service connection.” However, most homes do have a separate water shut-off valve. It is often found inside a basement or crawl space, near the water heater, or outside near a hose bib. It’s good to know where this shut off valve is located in case of emergencies.

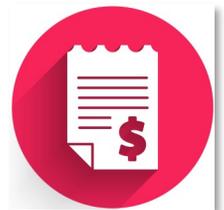
If you need your water shut off to complete a repair, call Thurston PUD toll-free at (866) 357-8783. We ask for as much notice as possible. Please try to schedule your water shut-off during normal business hours. This is also the number to call when you’re ready to have your water service back on.

If you experience an emergency, like a burst water pipe, PUD staff are on-call after business hours and weekends. Call us toll free at (866) 357-8783 and inform the dispatcher you’re having an emergency and our staff will respond to shut off the water.

## Don’t Let Your Bill Surprise You

Summer time is just around the corner, and the hotter it gets outside, the more water you use - this is a trend we’ve seen year after year when analyzing consumption and usage patterns.

**Since your billing statement reflects consumption from anywhere between 10 and 60 days prior to the billing date, we encourage customers to make conservation a habit to avoid any surprises on their bill during warmer months.**



For information on how to conserve water, visit [www.ThurstonPUD.org](http://www.ThurstonPUD.org) and click on the “Water Systems” link at the top of the web page. Not only will you find ways you can conserve water during hot summers, but you can also check out our current conservation programs, also featured on the front page of this newsletter.

## What's Happening at the PUD?

### Thurston PUD Wins 2025 Excellence in Communications Award!



Thurston PUD submitted our communications plans to the Pacific Northwest Section (PNWS-AWWA) of the American Water Works Association. The submitted documentation was judged by a committee on how the materials met the stated communication goals and the quality of the material submitted. The PUD's submissions were judged with other water utility entries in several categories.

We are proud to announce we won a 2025 Excellence in Communication Award! Our Customer Service Supervisor, Mariah Montague, accepted the award (pictured left) at the PNWS-AWWA Conference in Boise, Idaho on May 7, 2025.

### 2025 Customer Satisfaction Survey Complete

In April 2025, we invited PUD customers to take part in a short survey to help us improve the service we provide to you. The survey closed on April 30, 2025. Thank you to everyone who participated!

The results from the survey were reviewed by Management in May 2025 and will be formally presented to the Thurston PUD Board of Commissioners in June 2025. We are excited to learn from the answers and comments on how we can better serve you.

### Customer Newsletter Article Suggestions

We're always looking for new and useful ways to keep our customers informed. If you have an idea, suggestion, or request for a future newsletter article please email us at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org). We appreciate your input!



### Do You Have A Leak? Notify Customer Service

Water leaks in a home can be a major problem for homeowners, leading to issues ranging from structural damage to mold growth, not to mention high repair costs and water bills. Please understand that finding and fixing leaks is your responsibility (or the property owner's). A water leak can become very expensive if it is not taken care of as soon as possible.

If you believe you may have a leak, follow these steps to check:

1. Shut off all the water in and outside of the house.
2. Find your meter (usually on the front part of one of your property lines).
3. Look at the face of the meter, there will be a small triangle or circle that turns if water is running through the meter. If this dial is turning you may have a leak. If you don't see anything moving, take a meter read and wait 10 or 15 minutes and take another meter read. If the read increased, you may have a leak.



Once you have determined you have a leak you can call a plumber or try to find and fix the leak yourself. The most common places for leaks are: toilets, plumbing under the house, or the service line between the meter and your home.

Please contact our Customer Service Team **within 10 days** of determining you have a leak at (360) 357-8783, toll-free at (866) 357-8783, or by email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

# HOW TO SAVE MONEY ON YOUR WATER BILL



Repair leaks on toilets, faucets and dishwashers



Install water saving aerators on your faucets and water saving showerheads



Don't leave water running while washing hands, brushing teeth, shaving



Don't let the faucet run while you clean vegetables, rinse them in a large bowl



Plug the kitchen sink or use a bowl when washing dishes



Shorten your shower time



Don't flush tissue paper or waste into the toilet



Install a low flow toilet or put a conversion kit on your existing toilet



Upgrade to energy-efficient appliances



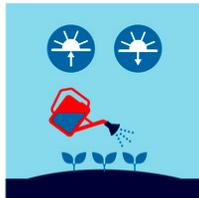
Wash only full loads of dishes and laundry



Close taps properly



Collect rainwater and use for watering plants



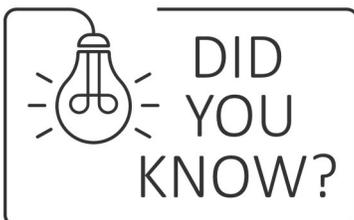
Water outdoor plants during the cool part of the day to prevent evaporation



Use a watering can in the garden rather than a hosepipe



Use a bucket of water instead of a hosepipe when you wash your car



According to the United States Environmental Protection Agency, replacing a clock-based irrigation controller with a WaterSense-labeled irrigation controller can reduce an average home's irrigation water use by up to 30 percent and can save an average home up to 15,000 gallons of water annually. (Source: [www.epa.gov/watersense/statistics-and-facts](http://www.epa.gov/watersense/statistics-and-facts))