

Winter Storm & Outage Reminders

In past years, February has been a challenging month weather-wise here in western Washington.

Power outages during this time of year are more likely. In order to prepare for winter storms and any unexpected outages, we created a short list of suggestions for our customers:



- Keep drinking water on hand. Most PUD water systems do not have a generator installed to provide back-up power so when the power goes out, you may experience a water service outage. Keep bottled water handy or fill buckets to ensure that you have enough water to drink and cook with in the case of a water outage or emergency. It's recommended to store one gallon of water per person per day for drinking, cooking, and sanitation.
- If water service is affected, hand sanitizer, wipes, and garbage bags are great to have around for sanitation.
- Store water for other purposes. Fill buckets or fill your bathtub with water to use for washing and flushing toilets in the case of a water outage or emergency.
- Prepare your home to keep out the cold with insulation, caulking, and weather stripping. Thurston PUD has many newsletter articles with tips to help you prevent your pipes from freezing. You can read past newsletters on our website at <https://www.thurstonpud.org/newsletters.htm>.
- Keep your contact information updated. We utilize an automated calling system to inform customers of planned maintenance and emergencies. Please keep your contact information with our office current so that our staff has a way to reach you.
- Pay attention to weather reports and warnings of freezing weather and winter storms. Sign up to receive emergency alerts from Thurston County, a free service. Text THURSTON to 67283. You can also visit www.tcalert.org for more information.

Thurston PUD Commissioners

District 1

Jim Campbell

District 2

Russell E. Olsen

District 3

Chris Stearns

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Upcoming Office Closure

Monday, February 16, 2026



Thurston PUD

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Reminder About Your January Water Bill—2026 Rates, Fees, Charges, and Surcharges

On September 30, 2025, the PUD Board of Commissioners adopted the 2026 Budgets and Rates, Fees, Charges, and Surcharges. These rates went into effect on January 1, 2026.

Our staff reads your water meters monthly during the first three weeks of each month, which means that this month's bill will include usage from December 2025 and January 2026.

Our billing system prorates your consumption totals so that a portion of the consumption amount is charged at last year's rates and a portion will be charged at this year's rates. Due to the proration, you may see two consumption charges on your billing statement this month to reflect the two rates.

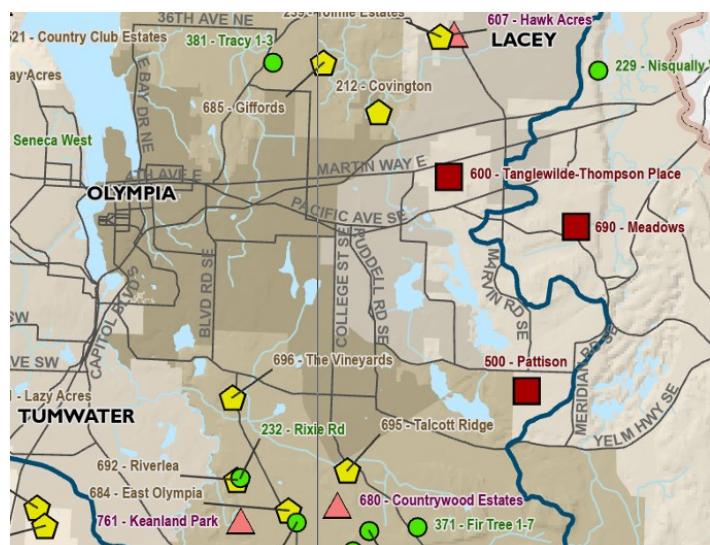
Our billing system is programmed to show two separate, prorated consumption charges to provide transparency on the two different water rates (2025 versus 2026). This also ensures that you are not overcharged for 2025 consumption at 2026 rates.

The Adopted 2026 Rates, Fees, Charges, and Surcharges can be found online at www.thurstonpud.org/our-rates.htm. If you have any questions about your billing statement, please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or via email at PUDCustomerService@thurstonpud.org.

Which Water System is My Property On?

Some customers may be unsure of which water system their homes are on. It's helpful to know which water system your property is on in case of an outage, or if we post any information on the website about your water system.

First, let's explain how water systems are defined. A water system is a facility with a well that is designed to serve a specific number of connections, usually homes. Water systems are designed by developers and used to supply water to a service area. Service areas are boundaries and lot lines. Water systems are usually categorized as Group A or Group B. Group A systems are large systems with 15 or more connections and are regulated by the Washington State Department of Health (DOH). Group B systems have less than 15 connections and are regulated by counties.



CURRENT CHARGES

BASE - 3/4" RESIDENTIAL	\$ 48.69
CONSUMPTION - RESIDENT (2025 charges)	\$ 3.98
CONSUMPTION - RESIDENT (2026 charges)	\$ 3.38
CAPITAL SURCHARGE	\$ 16.00
EMERGING CONTAMINANTS REMEDIATION	\$ 1.78

Example of a bill statement reflecting two consumption charges due to the rate change.

For example, our largest water system is Tanglewilde-Thompson Place in Thurston County (Group A) and has 1,960 connections, and one of our smaller systems is the Durkin water system in Pierce County (Group B) which has four connections.

Each water system is assigned a name, a DOH number, and a PUD number. Thurston PUD owns and operates 271 water systems in five counties that equates to over 10,000 connections.

If you're interested in learning which water system your home is on, please give Customer Service a call at (360) 357-8783, or email us at PUDCustomerService@thurstonpud.org.

New Emerging Contaminants Remediation Surcharge Effective 1/1/2026

Effective 1/1/2026, all customers on Group A water systems will be billed an EPA/WA State Emerging Contaminants

Remediation Surcharge that is \$1.78 monthly. Group A water systems have more than 15 connections. Continue reading for information regarding this new surcharge.

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An example of how this new surcharge will appear on your PUD water bill.

What are PFAS?

Per- and polyfluoroalkyl substances (PFAS) are a large family of chemicals in use since the 1950's to make a wide variety of stain-resistant, water-resistant, and non-stick consumer products. Some examples include food packaging, outdoor clothing, and non-stick pans. PFAS also have many industrial uses because of their special properties. In Washington State, PFAS have been used in certain types of firefighting foams utilized by the U.S. military, local fire departments, and airports.

The Environmental Protection Agency (EPA) and Washington State Board of Health adopted rules and standards for Group A water systems requiring PFAS remediation to remove PFAS contaminants from the drinking water.

What Does This Mean for Thurston PUD and Rate Payers?

Currently, the District is required to treat eight (8) Group A water systems. Customers on these water systems have been notified of the District's plans to remediate PFAS in their water system.

The PUD was able to secure a Drinking Water State Revolving Fund (DWSRF) loan through the Department of Health, Office of Drinking Water for almost \$7 million of funding with 100% principal loan forgiveness to install treatment plants to remove these pollutants from the drinking water in these PUD water systems. Once the PFAS plants are built, we will have to plan to replace them at the end of their life cycle. The PFAS treatment plant replacement costs are unknown at this time. In 2027, after the treatment plants are built, District staff intends to create PFAS Treatment Asset Management Plans (AMPs) to include the treatment replacement cost, and reassess the monthly surcharge needed based on the PFAS AMPs.

In addition to building the treatment plants, there are additional costs associated with the PFAS remediation treatment plants, including general operation & maintenance (O&M), treatment plant media replacement, and disposal of the contaminated media. At this time, it is unknown how long each treatment plant's media's useful life will be. However, we estimate that over the next 20 years, these additional expenses will cost an average of \$173,524 a year. **The annual estimated cost to cover these expenses over 20 years is \$1.78 per month per Group A water system customer.**

What Is Thurston PUD Doing?

The PUD is aggressively going after the polluters to pay for all costs related to PFAS. PUD staff must determine how we can ask state legislature and/or the polluters to pay for the total pollution costs now and in the future. It is unfair that PUD customers should have to pay for PFAS contaminants in our drinking water caused by the polluters.

Beginning in 2025, PUD staff filed claims in a class action suit to recover costs of testing and treatment for PUD owned water systems. The first round of claims against the companies 3M and DuPont have been processed with 16 of the claims approved for allocation of settlement funds from 3M, estimated at \$1,121,660.35, with expected distribution of the funds between 2025-2033.

As of January 21, 2026, the District has received \$643,876.66 in settlement funds. These funds have been placed in the EPA/WA State Emerging Contaminants Fund and will be used to pay for PFAS related expenses only.

Although the PUD has submitted claims to the polluters to get them to pay for all pollution costs; so far, the one-time claim settlements will not be enough to cover the projected ongoing PFAS expenses. The PUD must plan and budget for the annual PFAS O&M and media replacement and disposal costs, averaging \$173,524 annually.

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New Emerging Contaminants Remediation Surcharge Effective 1/1/2026 (Continued from Page 3)

The new monthly Emerging Contaminants Remediation Surcharge of \$1.78, billed to Group A water system customers only, is necessary to ensure funding is available now and in the future for PFAS on-going operations, maintenance, and media replacement costs.

You can find more information about the Emerging Contaminants Remediation Surcharge on our website at <https://www.thurstonpud.org/Financial-Info.htm> under *NEW! Emerging Contaminants Remediation Surcharge*. On this page there are useful tables and graphs depicting projected expenses and funding regarding PFAS treatment, and a link to our 2026 Adopted EPA/WA State Emerging Contaminants Budget.

Project Help Customer Support Program

It's a new year, which means customers who received Project Help Customer Support Program assistance in 2025 are able to apply again in 2026, as long as the three (3) eligibility requirements are met! Read more regarding the program and eligibility requirements below.

You may qualify to receive a credit towards your utility bill through our Project Help Customer Support 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 disconnect notice for your water service, and (3) provide documentation that household income is \$64,000 or less.

If you are a customer in need, we encourage you to reapply each year. 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 (available on our website under Links & Forms). If you'd like to request a paper copy of the application, please contact our Customer Service Team via email at PUDCustomerService@thurstonpud.org or by calling (360) 357-8783 or toll-free (866) 357-8783. For other available resources, please visit our website at <http://www.thurstonpud.org/community-resources.htm>.

If you're interested in making a one-time or monthly donation that will be used to help pay water bills of PUD customers in need, please call us at (866) 357-8783, email 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 \$ _____.

- 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: _____