



Thurston PUD Newsletter

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

December 2025

Avoid Frozen Pipes—Tips to Prevent Costly Repairs



In addition to performing routine winter home maintenance, it's crucial to safeguard your pipes against freezing. Even a small crack can lead to significant property damage and costly repairs.

In order to help you prepare, we compiled a list of tips to avoid frozen pipes:

Maintain indoor temperature and air circulation

- * Keep your thermostat set to a consistent temperature, even at night, and at a minimum of 55 degrees.
- * Open kitchen and bathroom cabinet doors to let warm air circulate around pipes located in exterior walls.
- * Seal any cracks or leaks in your home's foundation, doors, or windows, especially where pipes enter the house.

Protect exposed pipes

- * Generally, exposed pipes are the most prone to freezing in the winter. Look for pipes in your attic, basement, garage, and any exterior water lines that may be exposed. Insulate pipes in unheated areas with pipe foam or other insulating materials.
- * Keep garage doors closed to protect the water supply lines inside.

Manage outdoor water lines

- * Disconnect and drain outdoor garden hoses before winter.
- * Shut off the water supply to outdoor faucets and drain the lines.
- * Install insulated covers on outdoor faucets.



Example of a faucet cover.

When it's extremely cold

- * Let water drip from a faucet on an exterior wall. A steady drip is sufficient to keep water from freezing.
- * If you're going away for an extended period, shut off the main water supply and drain the pipes to winterize your home.
- * Alert a trusted neighbor to check on your home periodically if you're traveling.

Thurston PUD Commissioners

District 1

Jim Campbell

District 2

Russell E. Olsen

District 3

Chris Stearns

In This Issue

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Thurston PUD will be closed for Christmas Day on Thursday, December 25, 2025.

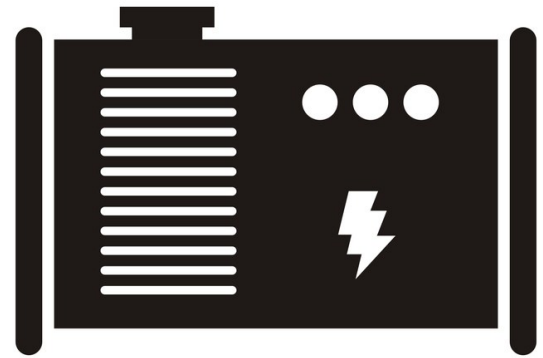
For water emergencies after normal business hours, call us at (866) 357-8783. Your call will be routed to our answering service and on-call staff.

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Thurston PUD's Generator Program

Storm season is here in the Pacific Northwest which means power outages are more likely to occur. During a power outage, you may not have running water if your water system does not have a generator.

During this time of the year, we are often asked to install a generator for customers' water systems. The PUD created a Generator Program that can help secure financing for interested water systems through a vote of the property owners on that system. Customers will be responsible for the costs of the engineering, purchasing and installing the generator through a monthly surcharge. The surcharge will come from a loan that the PUD will secure on behalf of the water system that the customers on the water system will pay over 20 years—but first, property owners have to vote in favor of it.



For Thurston PUD to create, manage, and administer backup power at your water system, the following criteria must be met:

- The District will provide a petition template to obtain the signatures of at least 25 percent of property owners on the water system to the requesting customer.
 - If 25 percent of property owner signatures are received, the District will send a ballot to all property owners on the water system.
- Owners of the properties served by the water system will have an opportunity to vote to determine whether they want to pursue a back-up generator for the water system.
 - To approve the generator, 66 percent of property owners must vote in favor, and residents will be required to pay for the initial cost of engineering and installing a backup generator system. The generator system costs include any required engineering, the cost of the generator itself and any installation costs. If approved by property owners and the PUD's Board of Commissioners, the PUD will purchase, install, operate, and maintain a generator.
- If 66 percent or more of the property owners votes in favor of generator, the PUD will hire an engineer to analyze the power needs of your water system. For some water systems, installing generators may create problems for customers who have septic systems. We will examine your water system to determine any potential issues.
 - Based on the engineer's findings, a cost analysis will be completed to estimate a range for the customer surcharge that includes the required engineering, the estimated cost of the generator itself, and any installation costs. Next, the property owner approved generator ballot and engineer cost analysis will be presented to the Board of Commissioners. If the Board of Commissioners approves, the generator would be purchased and installed and a surcharge implemented that would be "trued-up" once the project was completed and the actual costs were known. The generator would be serviced, maintained, and replaced by the PUD when it reaches the end of its life cycle.
- If the vote does not pass, a follow up letter will be sent to the community to summarize voting information. Water systems are limited to a vote once every two years to help alleviate the administrative costs of these initiatives as well as allowing communities to bolster advocacy and promote buy-in.

The PUD commits to working closely with customers on water systems that are interested in seeking a generator. For more information about the District's Generator Program, please call our Customer Service Team at (360) 357-8783 or email us at PUDCustomerService@thurstonpud.org.

Water Quality Issue? Water Outage? – See Something, Say Something!

Our Field Technicians visit each water system as often as they possibly can. However, there may be an issue that occurs during a time when a technician isn't in your neighborhood. Many of our water systems do not have remote monitoring that would report any water quality concerns to us, so our customers often are the first ones to experience issues when they arise, such as water outages or quality issues. When issues are reported to us, we take them seriously and dispatch staff to investigate.



If you experience any issue with your water service, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783. We have technicians on-call 24 hours a day. We are committed to providing our customers with safe and reliable utility services, so your questions and concerns are very important to us. We appreciate the opportunity to serve you.

Having Company for the Holidays? Your Water Usage May Increase



One of the best parts of the holiday season is getting together with friends and family members to enjoy each other's company. If you are hosting a holiday party or have company staying with you for the holidays, you may see a spike in your water usage on your bills for the next few months. Here are a few tips to help conserve water during the holiday season:

- * When washing dishes in the sink, plug your drain to utilize a sink full of hot, soapy water instead of leaving the faucet running. Also, be sure to run your dishwasher with a full load of dishes.
- * Do you need to defrost meats or veggies for your holiday meals? Consider thawing in the fridge the night before instead of running water over your food the day you are going to cook.
- * Try to scrape all or most of leftover food and scraps into your garbage to avoid using water to run your garbage disposal.

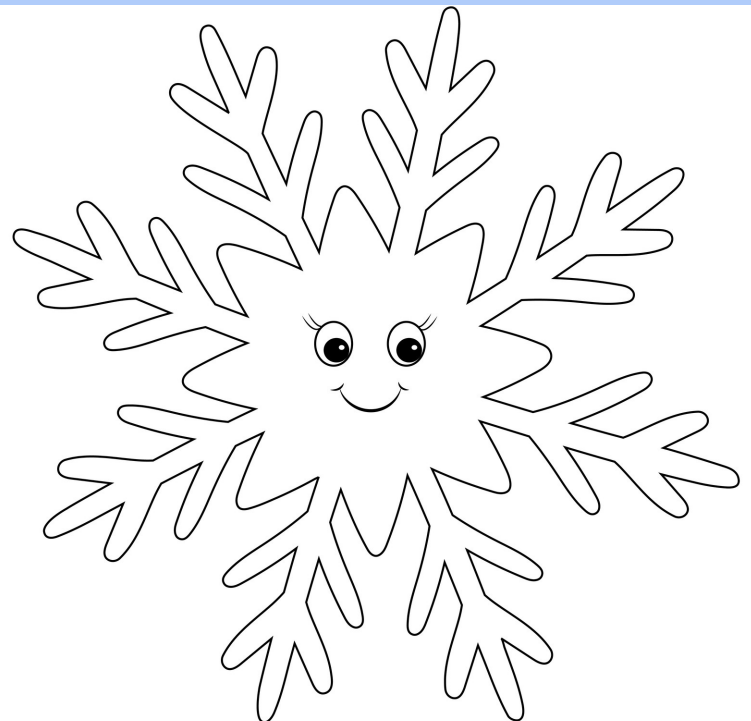
Kids Science Corner! Snow and the Water Cycle

Color the snowflake to the right of this article as you learn more about the water cycle!

Snow is a form of precipitation. Unlike rain, which flows into rivers quickly, snow can accumulate on the ground and in glaciers, storing water as a solid for extended periods.

This stored water is a critical "reservoir," especially in areas like the western United States where snowpack feeds the water supply during warmer months.

When temperatures rise, the snow melts. This meltwater (snowmelt) becomes liquid and flows as runoff into rivers, streams, and lakes, or it soaks into the ground to replenish groundwater.



Are You a Customer In Need of Financial Assistance? Review Thurston PUD's Project Help Customer Support Program Eligibility Requirements

Do you qualify as income-eligible and need assistance with paying your water bill? 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 your 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 and complete the Project Help application available 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 community resources, please visit our website at www.thurstonpud.org/community-resources.htm.

Project Help Keeps the Water On for Struggling Families

Thurston PUD gratefully accepts donations to our Project Help Customer Support Program. The funds from this program are used to directly assist Thurston PUD customers who are low income and in jeopardy of disconnection of water service.

If you're interested in making a one-time or monthly donation, please call Customer Service at (866) 357-8783, or email PUDCustomerService@thurstonpud.org.

Alternatively, you can 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: _____