

That's a Wrap on 2025!

The new year has officially begun! Looking back, 2025 was busy for us here at Thurston PUD, let's recap some of the major projects that were completed:



Accounting and Finance:

Most Accounting and Finance duties are recurring, which means that tasks like processing payroll and accounts payables occur like clockwork. This team is currently hard at work preparing for 2025 year-end reporting and setting up files, processes, and reports for success in 2026. They also contributed to special projects in 2025 including:

- Replacement of the District's telephone system.
- Implementation of software for water system asset management.
- 2025 Customer Satisfaction Survey.
- The District's Water Tree Operations Program.
- Implementation of new accounting software.
- Implementation of new financial modeling software.

Administrative Services: As a small utility, our Administrative Services Section wears many hats. In 2025 they:

- Assisted with recruitment activity, specifically several new employees on the Field Operations Team.
- Assisted with updating the District's website—check out more information at www.thurstonpud.org/projects.htm where you can review a list of our current projects.
- Assisted with processing 18 public records requests this year, an increase of about 60 percent in the amount of request received compared to 2024.

Customer Service: This team continues to assist customer's by processing payments, managing customer accounts, troubleshooting high usage, auditing customer's consumption, and monthly billing. In between their regular tasks, this team also completed a few big projects in 2025:

- Cross-trained critical tasks within the department including monthly billing.
- Implemented the District's new telephone operating system.
- Managed the Project Help Customer Support Program, providing \$12,750 in financial assistance to PUD customers.
- Completed the 2025 Customer Satisfaction Survey.
- Assisted in managing the District's Water Tree Operations Program.

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Thurston PUD Commissioners

District 1

Jim Campbell

District 2

Russell E. Olsen

District 3

Chris Stearns

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Adopted 2026 Budget, Rates, Fees, Charges and Surcharges

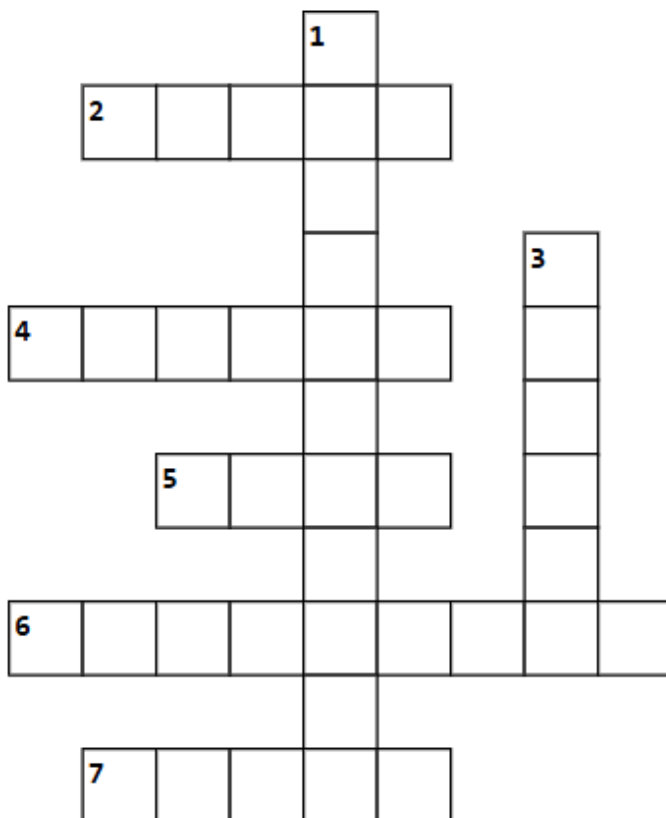
On September 30, 2025, the PUD Board of Commissioners adopted the budgets for 2026 as well as the rates, fees, charges, and surcharges for 2026. PUD staff had presented several budget goals to the PUD's Board of Commissioners, and we wanted to share a few of these goals below.



- Present a balanced budget to meet revenue requirements to operate and maintain 271 water systems serving 10,309 customers in five (5) counties.
- Meet our payment obligations for existing bonds and loans and debt coverage ratio.
- Develop rates that will improve revenue stability and not rely heavily on unpredictable weather conditions.
- Provide funding for capital projects identified in the water system's Asset Management Plans.
- Provide funding for ongoing replacement needs as identified in the Facilities, Fleet & Equipment asset management plans.
- Provide funding for emergency preparedness for water systems, employees, and buildings.
- Investigate strategic investment and provide funding for technology to enhance the efficiency of the staff.

If you would like to review the Adopted 2026 Budgets, Adopted 2026 Rates, Fees, Charges, and Surcharges, or take a look at the bill impact scenarios that estimates your bill amount based on several levels of consumption, please visit our website at www.thurstonpud.org/our-rates.htm.

Crossword Puzzle—Avoid Frozen Pipes



December 2025's Newsletter featured an article on how to prevent frozen pipes. Test your knowledge by completing this themed crossword puzzle!

Down

1. Keep your thermostat set to a consistent _____, even at night

3. Install insulated covers on outdoor _____

Across

2. Protect exposed _____

4. Keep garage doors _____ to protect the water supply lines inside

5. _____ any cracks or leaks in your home's foundation, doors, or windows, especially where pipes enter the house

6. Open kitchen and bathroom cabinet doors to let warm air _____ around pipes located in exterior walls

7. Disconnect and drain outdoor _____ before winter

That's a Wrap on 2025! (Continued from Page 1)

Field Operations: Our crew is still busy with meter reading, infrastructure/equipment replacement, routine operations and maintenance, and necessary repairs to provide customers with safe and reliable drinking water. This team has a new Acting Director of Field Operations. A few of the other major projects they worked on this year are:

- Replaced aging water meters with new units, installing 471 meters in 2025.
- Restored and upgraded several pump houses throughout the District, ensuring safe and efficient operation.
- Upgraded multiple water filtration systems to improve overall water quality for those customers.
- Built several Water Trees for numerous water systems and trained volunteer customers on how to operate them to access safe drinking water in the event of a large local or Cascadia level earthquake.



Planning and Compliance: This team works very closely with Field Operations to complete necessary work at our water systems. This year was another packed year for them as they worked on several major projects planning, organizing, and securing funds. Here is a list of some of the major projects they worked on this year:

- **Cross Connection Control** - Completed the required follow-up for the Cross-Connection Control Program customer questionnaires and backflow testing received this year.
- **Sanitary Surveys** – A sanitary survey is a review of a public water system to assess their capability to supply safe drinking water. Staff completed 13 Sanitary Surveys in 2025.
- **Per- and polyfluoroalkyl substances (PFAS) Remediation** – Received grant funding for remediation of PFAS at eight (8) water systems. The Team continues to acquire, perform and oversee engineering and approvals for the treatment engineering for each system. Construction on Lazy Acres system has begun.
- **Cedar Shores 677 Generator** – Customers on this water system voted to implement a monthly surcharge to pay for the installation of backup power. The generator construction and installation was completed in June 2025.
- **Pattison 500** – This is a Drinking Water State Revolving Fund project: working on completing the replacement of the Christmas Tree booster pump station and reservoir and integrating a new well.
- **Tanglewilde 600 Main Line Replacement** – A Public Works Construction Loan for \$10 million was received to begin Phase 1 of a water mainline replacement project at the Tanglewilde Thompson Place 600 water system. This is the District's largest water system, serving over 1,900 families, parks, schools, and businesses. This multi-year project, one of the largest in Thurston PUD history, will include replacement of the existing, aging water mains, valves, hydrants, service connections, and service meters and started in 2025.
- **GIS** – Hired a GIS intern who has been completing infrastructure mapping and training staff.
- **Timberline 628** – Completed capacity analysis and received approval for 97 new connections to the system.
- **Green Cove Main Line Replacement** – This project was completed in collaboration with Thurston County Public Works on their culvert removal project. Thurston PUD was responsible for providing temporary water service to our customers during construction and in 2025 reinstalled permanent water service after the County's work was completed. We received funding for 80 percent of the PUD's estimated cost for this project with Congresswoman Strickland's help.

Many of these projects were featured in newsletter articles throughout 2025. You can review previous newsletters on our website at www.thurstonpud.org/newsletters.htm.

Update Your Contact Information

Since we are starting a new year, Customer Service would like to remind our customers to update your contact information with our office. We regularly use phone numbers and emails to send notifications regarding your water system such as:

- ◆ Water system maintenance.
- ◆ Emergency repairs.
- ◆ Completed and/or upcoming Capital Improvement Projects.



Even if you are enrolled in paperless billing, it's important to keep your mailing address updated to ensure you receive information we may mail to you regarding your water system.

You can update your phone number, email, and mailing address by calling Customer Service at (360) 357-8783 or by emailing PUDCustomerService@thurstonpud.org.

Office Closures



The PUD will be closed on the following days:

- * New Year's Day—Thursday, January 1, 2026.
- * Martin Luther King Jr. Day—Monday, January 19, 2026.
- * Presidents' Day—Monday, February 16, 2026.

If you experience a water service emergency, contact us at (360) 357—8783 or toll-free at (866) 357—8783. Calls received outside of normal business hours (8:00 a.m. to 4:30 p.m., Monday through Friday) are routed to our answering service and on-call staff.

Project Help Customer Support Program

If you're interested in making a one-time or monthly donation to our customer funded Project Help Customer Support Program, 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: _____