



# Thurston PUD Newsletter

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

July 2026

## 2026 Conservation Program

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 2026 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

Jim Campbell


### District 2

Russell E. Olsen

### District 3

Chris Stearns

## Important Messages

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## Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUE) Reports

To meet federal and state requirements, Thurston PUD generates Consumer Confidence Reports (CCRs) and Water Use Efficiency (WUE) reports for all Group A water systems owned by the PUD. These reports are available by July 1st every year and can be found on our website at <https://www.thurstonpud.org/annual-reports.htm>.

**What are CCRs?** CCRs, also known as annual water quality reports or drinking water quality reports, provide you with important information about the quality of your drinking water and help you to understand how your drinking water can affect your health.

**What are WUE reports?** WUE reports contain details on the amount of water your system produced and sold for the year. With this information we can assess the system's leak loss and determine if consumers are meeting Thurston PUD's conservation goals. WUE requirements help ensure reliable long-term water supply.

**What types of water systems does the PUD own?** Thurston PUD owns and maintains 272 water systems throughout several counties. Of these 272 water systems, we have 76 Group A water systems and 196 Group B water systems.

**What's the difference between Group A and Group B water systems?** Group A water systems serve 15 or more connections or 25 or more people. Group B water systems serve less than 15 connections or less than 25 people.

**How do I know if I'm on a Group A or Group B system?** If you are a Group A water system customer, a web link will be listed in the special message portion of your billing statement included with this newsletter. If you are enrolled in paperless billing, an email with a web link to your CCR and WUE was sent at the end of June 2026. If you are enrolled in paperless billing and didn't receive the email, you may need to check your junk or spam email folder. You can also call or email Customer Service to inquire about your water system's name and group type. We can be reached at (360) 357-8783, toll-free at (866) 357-8783, or at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

**I'm a Group B water system customer. Why don't you generate reports for my water system?** Group B systems are regulated under [chapter 246-291](#) of the Washington Administrative Code and are routinely tested for Coliform bacteria annually and nitrates every three years. With Group B systems, there is not a federal requirement for water purveyors to provide reports to consumers. If there was a problem with coliform bacteria or nitrates, Thurston PUD would provide you that information once testing has been completed.

**Remember, if you are a Group A water system customer, the link to your water system's CCR and WUE report is listed as a special message on the June billing statement included with this newsletter. If you are enrolled in paperless billing, an email with the link was sent at the end of June 2026.** You can also find these reports listed on our website at [www.thurstonpud.org](http://www.thurstonpud.org): click on the "Water Systems" tab at the top of the webpage, then the "Consumer Confidence Reports (CCRs)" link to find the name of your water system. If you have any questions or concerns, please contact Customer Service by phone at (360) 357-8783, toll-free at (866) 357-8783, or by email at [PUDCustomerService@thurstonpud.org](mailto:PUDCustomerService@thurstonpud.org).

For more information about drinking water, practices, and regulations, visit our website at [www.thurstonpud.org/links-and-forms.htm](http://www.thurstonpud.org/links-and-forms.htm) for a list of links to the Washington State Department of Health and other industry organizations.

Report Type	Consumer Confidence Reports (CCR)	Water Use Efficiency (WUE) Reports
Purpose	CCRs contain details about your water source, explanation of contaminants and their presence in your drinking water, and other information about the PUD and your water system. <i>These reports are also referred to as annual water quality reports or drinking water quality reports.</i>	WUEs contain details on the amount of water produced and consumed for the year, the system's leak loss percentage and its conservation goals. WUE requirements help ensure reliable long-term water supply and help reduce energy use which leads to cost savings.
Required By	U.S. Environmental Protection Agency (EPA) Consumer Confidence Report Rule	Washington Administrative Code (WAC) 246-290

## Water Wise Plants for Western Washington

Beautiful gardens, lower bills, and less stress! If you garden in Western Washington, you already know the rhythm: months of steady rain followed by a surprisingly dry summer. Many homeowners are looking for ways to keep their landscapes thriving without relying on constant irrigation. The good news is that a water-wise garden doesn't mean a barren, gravel-covered yard. In fact, many of the most vibrant, pollinator-friendly plants are naturally adapted to our region's dry summers.

### Tips for Creating a Water-Wise Landscape

- Start with the soil: Most Western Washington soils benefit from compost. Amending improves drainage in clay and helps sandy soils retain moisture.
- Water deeply, then let roots search: During the first one to two years, water new plants deeply but infrequently. This encourages deep root systems that can handle summer drought.
- Mulch like you mean it: A 2–3 inch layer of arborist chips or composted mulch reduces evaporation, suppresses weeds, and keeps soil temperatures stable.
- Group plants by water needs: Put drought-tolerant plants together and keep thirstier plants (like hydrangeas) in their own zone.
- Rethink the lawn: Even replacing a portion of turf with native shrubs or groundcovers can dramatically reduce water use.

There are several varieties of water-wise trees, shrubs, and groundcovers that Western Washingtonians can plant at their property. Below are a few examples of these plants, according to the Washington State University (WSU) Extension.

- Northern catalpa (*Catalpa speciosa*), a deciduous tree
- Serviceberry (*Amelanchier grandiflora*), a deciduous tree
- Blue Blossom (*Ceanothus thyrsiflorus*), an evergreen shrub
- Kinnikinnick (*Arctostaphylos uva-ursi*), an evergreen groundcover



### Why Water-Wise Gardening Matters Here

Western Washington receives plenty of rain, just not when plants need it most. July through September often bring long dry spells, and traditional lawns or thirsty ornamentals can quickly become water hogs. Water-wise plants:

- Reduce summer irrigation needs by 50–80%
- Support native pollinators and wildlife
- Require less maintenance once established
- Stay resilient during drought years
- Help prevent runoff and erosion in winter

### A Garden That Works With Nature

Water-wise gardening isn't about restriction, it's about alignment. When you choose plants that are naturally suited to Western Washington's climate, you get a landscape that's healthier, more resilient, and more beautiful with less effort. Whether you're refreshing a single bed or reimagining your whole yard, water-wise plants offer a strong foundation for a sustainable, Pacific Northwest-friendly garden.

For more information on water-wise plants or other publications on gardening and landscaping for our region, please visit the WSU Extension website at <https://pubs.extension.wsu.edu/product-category/publications/gardening/>.

## Office Closure—Independence Day

PUD offices will be closed on Friday, July 3, 2026, in honor of Independence Day. The PUD is closed for all major holidays, but we are always committed to our customers and resolving any service issues that arise. Our staff is available 24/7 for water emergencies.

**If you experience a water service emergency, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783 to report your location. Calls received after normal business hours (8:00 a.m. to 4:30 p.m., Monday through Friday) are routed to the PUD's answering service and on-call staff.**



## Project Help Customer Support Program

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.
3. Provide documentation that household income is less than the threshold listed below for the county your property is in:

County	Income Threshold
Grays Harbor	\$40,400 or less
King	\$84,000 or less
Lewis	\$48,000 or less
Pierce	\$64,000 or less
Thurston	\$59,000 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](http://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](mailto:PUDCustomerService@thurstonpud.org) or by calling (360) 357-8783 or toll-free (866) 357-8783.

**If you're interested in making a one-time or monthly donation**, please call us at (866) 357-8783, or 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 \$ \_\_\_\_\_.

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: \_\_\_\_\_