



Thurston PUD Newsletter

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

November 2025

Leadership Message

Meet Our New Thurston PUD District No. 1 Commissioner!

On Wednesday, October 22, 2025, Jim Campbell was sworn into office as Thurston PUD's new District No. 1 Commissioner.

Jim, a lifelong Thurston County resident and Olympia High School graduate, brings decades of leadership and commitment to public service as the newly appointed Commissioner for District 1.

His 20-year tenure at Olympia Brewing Company included leading multiple departments and representing his colleagues on key labor committees during major transitions.

Following the brewery's closure, Jim pursued federal retraining under the Trade Adjustment Act to begin a new career in the water industry.

Over the next 22 years Jim worked in public utilities—culminating as Thurston PUD Director of Field Operations during which he earned certifications as a Water Distribution Manager, Water Treatment Operator, Cross-Connection Control Specialist, Electrical Administrator, and is a Licensed Electrician and Plumber.



Commissioner
Jim Campbell, District 1



Drinking Water
Week 2024
Commitment to
Excellence Award

In 2024, Jim was a receipt of the WA State Department of Health Office of Drinking Water Commitment to Excellence Award for his dedication as an outstanding leader and mentor. Jim promotes conservation programs and green energy, working to reduce leaks in the water systems, and using solar technology.

His leadership reflects Thurston PUD's mission of delivering safe, reliable, and affordable utility services with integrity, stewardship, and respect for the communities served.

Jim looks forward to continuing that mission as a Commissioner, listening to constituents to foster collaboration and to provide responsive leadership through service to Thurston County residents of District 1, and to all PUD customers.

Thurston PUD Commissioners

District 1

James Campbell

District 2

Russell E. Olsen

District 3

Chris Stearns

In This Issue

💧 **Read About the Adopted Budgets, Rates, Fees, Charges and Surcharges on Pages 2 and 3**

💧 **Upcoming Office Closures on Page 4**

Don't forget to turn your clocks back an hour on Sunday, November 2, 2025, when Daylight Saving Time ends!



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Adopted 2026 Budgets and Rates, Fees, Charges and Surcharges *(Continued on Page 3)*

The PUD Board of Commissioners adopted the 2026 Budgets and Rates, Fees, Charges and Surcharges on September 30, 2025, after Public Hearings held in-person and via the Zoom video conferencing platform on September 9, 2025, and September 30, 2025.

The goals for the 2026 Budget were to meet the financial requirements to operate and maintain 271 water systems, fund replacements for water system projects, fleet & equipment, and facilities projects identified in the Asset Management Plan (AMP), and to meet PUD bond debt payment obligations and debt service coverage ratio.

The new rates will go into effect January 1, 2026, and will be reflected on the January bills which are due in February.

Listed below, you will find highlights for the 2026 Adopted Rates, Fees, Charges, and Surcharges:

1. An overall rate revenue increase of three percent (3%) for the base rate and consumption charges This revenue pays for the expenses required to operate and maintain 271 water systems.
2. An increase to the monthly Capital Surcharge to \$16.00 per equivalent residential unit (ERU), up from \$15.00 per month per ERU in 2025. The Capital Surcharge is billed to all water system customers. Capital Surcharges pay for water system's infrastructure replacement identified in the water systems' Asset Management Plans.
3. An increase to the General Facility Charge (GFC) to \$8,000, up from \$7,000 in 2025, for newly constructed homes. The GFC ensures developers and new customers pay for their fair share of infrastructure costs.
4. A **new** monthly Emerging Contaminants Remediation Surcharge of \$1.78, billed to Group A water system customers only. Group A water systems have more than 15 connections.

(Continued on Page 3)

Water Utility Word Scramble

Below are common words used at a water utility, try to unscramble all twelve!

- | | | | |
|-----------------|-------|---------------|-------|
| 1. Imnaniie | _____ | 7. serpuers | _____ |
| 2. rtewa | _____ | 8. thnyrad | _____ |
| 3. etmer | _____ | 9. iuccb etef | _____ |
| 4. itnicarolonh | _____ | 10. lawkclob | _____ |
| 5. sifgnhul | _____ | 11. ngorariit | _____ |
| 6. vrresorei | _____ | 12. leka | _____ |

Adopted 2026 Budgets and Rates, Fees, Charges and Surcharges *(Continued from Page 2)*

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 protect the health of drinking water consumers.



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 almost \$7 million of funding with 100% principal loan forgiveness, to install treatment plants to remove these pollutants from the drinking water of these PUD water system systems. Once the PFAS plants are built, we will have to plan to replace them at the end of their life cycle. We will not be able to project those replacement costs until the PFAS remediation treatment plants are built.
- There are additional costs associated with the PFAS remediation treatment plants including general operation & maintenance and treatment plant media replacement and disposal of the contaminated media; we estimate that over the next 20 years, these additional expenses will cost an average of \$173,524 a year.

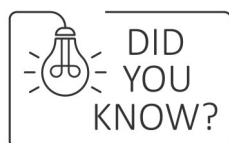
PUD staff filed claims in this class action suit to recover costs of testing and treatment for PUD owned water systems. The first round of claims against the companies 3M and DuPont have been processed with 16 of the claims approved for allocation of settlement funds from 3M, estimated at \$1,121,660.35,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

- As of October 20, 2025, the District has received \$530,381.22 of the settlement funds. These funds have been placed in the EPA/WA State Emerging Contaminates 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 costs, averaging \$173,524. The annual cost to cover these expenses over 20 years is \$1.78 per month per Group A water system customer.

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 2026 Adopted Budget and Rates, Fees, Charges and Surcharges on our website at <https://www.thurstonpud.org/Financial-Info.htm>.



In the United States, approximately 90% of the population gets drinking water from a public water system that treats, stores, and distributes the water.

Source: Environmental Protection Agency (EPA), June 13, 2025

Office Closures

The holiday season is approaching! PUD offices will be closed on the following days.



- **Veterans Day** - Tuesday, November 11, 2025
- **Thanksgiving Holiday** - Thursday, November 27, 2025 and Friday, November 28, 2025
- **PUD Employee Holiday Party** - Friday, December 5, 2025 from 2:00 p.m. until 4:30 p.m.
- **Christmas Day** - Thursday, December 25, 2025
- **New Year's Day** - Thursday, January 1, 2026

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 outside of normal business hours (8:00 a.m. to 4:30 p.m., Monday - Friday) are routed to our afterhours answering service and on-call staff.

Project Help—Customer Support Program

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 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 www.thurstonpud.org/community-resources.htm.

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

(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: _____