

Preparing for Storms

Fall is here, and the Pacific Northwest region is no stranger to stormy weather. Some people have established power outage traditions, like whipping out board games to play under the candlelight or story telling with the family around the fireplace. These traditions can lead to fun, long-lasting memories, but only if you're prepared for the storm and know you and your family are safe.



Implementing a family tradition like building and replenishing a disaster preparedness kit each year is a great way to keep your family safe. For many of our customers, 'no power' also means 'no water', because our water systems use electricity to pump water up from the ground into your home.

Read below for ideas of what to stock your emergency kit with.

- ◆ Water
- ◆ Non perishable food
- ◆ Can opener for food
- ◆ Flashlight
- ◆ Extra batteries
- ◆ Battery or hand-crank radio
- ◆ Candles
- ◆ Matches
- ◆ First aid kit
- ◆ Sanitation supplies
- ◆ Sleeping bag or warm blanket
- ◆ Books, games, puzzles or other activities

As you build your kit, keep in mind the specific needs of your household, such as different ages of the members of your household or dietary requirements, and tailor your supplies to those needs. Some household specific items could include pet supplies, medical equipment, and medication.



Visit www.ready.gov/kit for a free printable emergency kit checklist you can take with you to the store.

After assembling your kit, remember that maintaining is just as important. Combine all parts of the kit in one easy-to-carry bin or duffel bag. Store individual items in airtight plastic bags. Keep the bin or duffel in a cool, dry place to preserve your canned food and replace expired items when needed. Evaluate your household needs every year and update your kit as necessary.

Thurston PUD Commissioners

District 1

Vacant

District 2

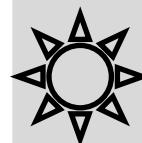
Russell E. Olsen

District 3

Chris Stearns

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Your bill may still reflect Summer water usage.

Check the 'Meter Reading' portion of your bill statement for your specific consumption dates.

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What's Happening at the PUD?

Water System Outages, Notification and Critical Needs

There may be a time Thurston PUD has to complete emergency work on a water system that requires us to shut down the system, leaving our customers unexpectedly without water for a period of time. Although this doesn't happen often because we work to prevent these types of emergencies, sometimes mainline breaks or other issues are not within our control. When emergencies happen, we understand there may be customers who are unable to leave their house to procure water for medical purposes.

When emergency work occurs, Thurston PUD will send an automated call to our customers to provide the outage information and an estimated time of restoration. Please call our Customer Service Team toll-free at (866) 357-8783 if you experience an emergency water outage and have a medical need for water before the estimated time of restoration. We will work within our abilities to deliver bottled water to you.



If you did not receive a call from us when your water goes out, there could be a few reasons why. Please call us toll-free at (866) 357-8783 to report you don't have water. If there is not planned or emergency work taking place we are aware of, we will dispatch a Field Technician to investigate the cause of the outage. If we are aware of the outage, we will check your account and verify your contact information is accurate. Occasionally, we may need to update our water system map to accurately reflect what customer's are impacted when specific valves are used for isolating water system work.

Non-Discrimination and Accessibility

Staff has been working on updating policies and procedures regarding nondiscrimination to ensure we are in compliance with federal laws and to ensure we are meeting our obligation to our customers to be inclusive. We've posted a link to our updated Notice of Non-Discrimination on the front page of our website at www.thurstonpud.org. Please visit our webpage at www.thurstonpud.org/non-discrimination.htm to view the notice, Complaint/Grievance Procedure, and Public Participation Guide.

If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material we provide (website, newsletter, phone call) interferes with your ability to access information, please reach out to our office to request accommodation. To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at [\(800\) 877-8339](tel:8008778339) for TTY/voice communication.

Ribbon Cutting Ceremony—Casebolt Well Dedication

A ribbon cutting ceremony for the Casebolt Well dedication at the Pattison 500 water system recently took place on Tuesday, September 9, 2025. The Casebolt well was drilled to replace the aging Christmas Tree well, improving the Pattison 500 water system. This well drilling was part of a larger project that Thurston PUD received a Drinking Water State Revolving Fund (DWSRF) Loan with 50 percent loan forgiveness to fund. It also included replacement of the Tri-Lakes booster pump station, replacement of the Christmas Tree booster pump station, and replacement and upgrades to the reservoir.

The ceremony was held with some of the Casebolt family in attendance, who were the original founders and owners of the Pattison water system when it was constructed.



Pictured left to right: David Gruver, Commissioner Chris Stearns, Jim Casebolt, and Jim Campbell.

The Capital Surcharge and 2025 Capital Improvement Projects (CIPs)

We know the importance of infrastructure investments and planning for infrastructure replacements. The Capital Improvement Projects (CIP) are funded in part by Capital Surcharges, per the PUD's Asset Management Plan (AMP). Our staff strives to provide up-to-date information on these projects to help customers better understand the work needed to keep safe drinking water flowing. To help answer some of the most frequently asked questions about replacements, the AMP, and the CIP, a list of this information has been compiled below for your review.

What is an Asset Management Plan? An Asset Management Plan (AMP) is a financial planning tool we use when water system components will reach the end of their life cycles. We predict costs which helps us determine how much we need to budget each year. Staff has created an AMP for each of the 271 water systems owned and operated by the PUD.

What is a Capital Improvement? A capital improvement is a permanent structural change, addition, or alteration to infrastructure that adds to the value of the infrastructure or prolongs its useful life.

What is the Capital Surcharge? Why is it charged? The Capital Surcharge is a financial tool used to help fund infrastructure replacements and capital improvements based on a water system's Asset Management Plan (AMP). Capital surcharges are used to help fund system replacements at the end of an asset's life cycle. The capital surcharge is paid by all PUD customers and infrastructure replacement costs are shared by all PUD customers. This means if your water system has a component failure, the cost is covered through your rates and capital surcharges.

What capital projects or improvements does my system need? As stated previously, the PUD has created an AMP for each of the PUD's 271 water systems. Based on a water system's AMP, we projected and budgeted several Capital Improvement Projects for 2025. You can find the current year's Capital Budget and the 2026 Proposed Capital Budget on our website at <https://www.thurstonpud.org/Financial-Info.htm>.

Below is a list of some CIPs that have been completed through June 30, 2025.

Category	Cost
CI-44 Pumphouse	\$35,232
CI-62 Treatment Replacement/Upgrades	\$2,028
CI-65 Pressure Tanks	\$26,542
CI-68 Wells	\$3,977
CI-75 Service/Source Meter	\$51,338
CI-76 Pump Replacements	\$57,997
Total	\$177,144

For more information on your specific water system and its AMP, please contact our office at (360) 357-8783, toll-free at (866) 357-8783, or via email at PUDCustomerService@thurstonpud.org.

2025 Great Washington ShakeOut on 10/16 at 10:16 a.m.

For the past several years, the PUD has participated in the International ShakeOut Day on the third Thursday of October. The Great Washington ShakeOut is a statewide opportunity to practice how to be safer during large earthquakes and will occur on October 16, 2025. The PUD plans to participate with our own drill.

While staff are performing the drill, you may be disconnected while speaking with us or you may be unable to reach our office around 10:16 a.m. on Thursday, October 16, 2025. However, once the drill is completed, our staff will be available to answer any questions or concerns you have. For more information on ShakeOut Day, please visit www.shakeout.org/washington.



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: _____