



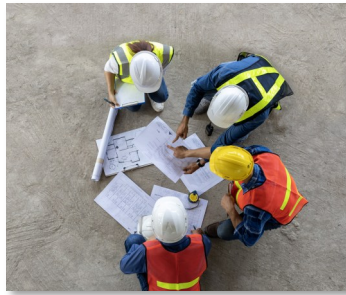
Thurston PUD Newsletter

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

September 2026

A Day in the Life of Thurston PUD— Field Operations Team

Every day at Thurston PUD begins with a shared commitment: providing safe, reliable drinking water flowing to the communities we serve. The District operates Monday through Friday from 8:00 a.m. to 4:30 p.m., supported by a rotating on-call team available 24 hours a day, seven days a week.



The Field Operations Team starts their morning at the Field Operations office, gathering for a daily briefing led by the Director of Field Operations. This meeting sets the tone for the day, covering assignments, project updates, recent emergencies, and safety reminders. From there, each technician heads out in their assigned vehicle to independently complete their tasks across the District's service area.

The team's work is diverse, specialized, and essential to system reliability. Typical monthly duties include:

- **Water quality testing** — Two technicians conduct routine sampling to ensure compliance with state and federal standards.
- **Treatment routes** — Three technicians manage the North, South, and Central weekly treatment routes, managing and monitoring the performance of water system treatment.
- **Meter reading** — Two Meter Readers complete monthly meter reads across all systems.
- **Critical field tasks** — The remaining team members handle service requests, asset repair and replacement, leak detection and repairs, locates, project management, flushing, building maintenance, and landscaping.

Every assignment plays a role in keeping water systems functioning smoothly and safely.

Communication is key to operating 272 water systems spread across multiple counties. Field staff stay connected through their cell phones, email, Microsoft Teams, and FaceTime. In addition, each technician's vehicle is equipped with a radio, and radios are installed at District facilities, and in customer service locations to ensure quick coordination during routine work and emergencies.

Thurston PUD's Field Operations Team is trained to operate large, complex equipment such as excavators, pump trucks, and vactor trucks. These tools allow technicians to perform tasks ranging from repairing underground infrastructure to clearing debris and maintaining system components. Their expertise ensures that even the most challenging field conditions are handled safely and efficiently.

Thurston PUD Commissioners

District 1

Jim Campbell

District 2

Russell E. Olsen

District 3

Chris Stearns

In This Issue

- Public Hearings on the 2026 Budget, Rates, Fees, Charges, and Surcharges
Page 2.
- Groundbreaking Ceremony—
Tanglewilde-Thompson Place 600 Water System Per- and Polyfluoroalkyl Substances (PFAS) Treatment Project
Page 3.
- Project Help Customer Support Program
Page 4.

Thurston PUD
1230 Ruddell Road SE
Lacey, Washington 98503
(360) 357-8783
Toll-Free: (866) 357-8783
Fax: (360) 357-1172
www.ThurstonPUD.org

Public Hearings on the 2027 Budget, Rates, Fees, Charges, and Surcharges

The PUD Commissioners will hold two Public Hearings in September on the 2027 Proposed Budget, Rates, Fees, Charges, and Surcharges, and on the Proposed 2027 Ad Valorem Assessment. Public Hearings are scheduled on September 8, 2026 and September 22, 2026.

The Proposed 2027 Budget, Rates, Fees, Charges, and Surcharges will be posted on our website at www.thurstonpud.org on August 29, 2026. Members of the public can review these files and submit any questions or comments to our office or testify to the Commissioners in-person, or virtually on Zoom via computer or telephone.

Information on how to attend is listed below.

Date	Tuesday, Sept. 8, 2026	Tuesday, Sept. 22, 2026
Webinar ID	841 4741 6477	970 3278 6949
Start Time	5:00 p.m.	
URL	www.zoom.us/join	
Phone No.	(253) 215-8782 or (253) 205-0468	

At these hearings, PUD staff will deliver a presentation on the budget and members of the public will have the opportunity to provide testimony on the Proposed 2027 Budget, Rates, Fees, Charges, and Surcharges.

The Public Hearings are hybrid meetings, held in-person at PUD Headquarters (1230 Ruddell Road SE, Lacey, WA 98503) and via the Zoom video conferencing platform. Members of the public are welcome to join these meetings either in-person or from a personal computer or a mobile device.

If you wish to attend by telephone (audio only), please use the information listed above to dial into the webinar. If you wish to attend virtually, please visit the URL listed above and enter the Webinar ID for the meeting you are attending. The direct link to these meetings will also be listed on the PUD's website.

If you cannot attend the Public Hearings, we encourage you to submit written testimony to our office. Please direct any written testimony as follows:

By Mail:

Thurston PUD Board of Commissioners
1230 Ruddell Road SE
Lacey, WA 98503

By Email:

PUDCustomerService
@thurstonpud.org

By Fax:

(360) 357-1172

*Please note: Written testimony must be submitted no later than **3:00 p.m. on September 22, 2026**, or provided in person during the Commission meeting on September 22, 2026.*

Assistive listening devices are available at PUD Headquarters for individuals attending Commission meetings in-person. If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material interferes with your ability to access information, please contact us. 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, the web address of the requested 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.

If you have any questions or concerns, please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or by email at PUDCustomerService@thurstonpud.org.

Groundbreaking Ceremony—Tanglewilde-Thompson Place 600 Water System Per- and Polyfluoroalkyl Substances (PFAS) Treatment Project

On Monday, July 27, 2026, Thurston PUD celebrated the beginning of construction for the Tanglewilde-Thompson Place 600 Water System Per- and Polyfluoroalkyl Substances (PFAS) Treatment Project with a groundbreaking ceremony!

What are Per- and Polyfluoroalkyl Substances (PFOA & PFAS)?

PFAS (“forever chemicals”) are human-made chemicals used since the 1950s in stain-resistant, water-resistant, and non-stick products. They are a public health concern because they can affect human health, build up in people and wildlife, and do not break down in the environment.



Thurston PUD Staff, Commissioners, and URAC Members, DOH Staff, and Tanglewilde Park Commissioners and Board Members

Washington State DOH adopted State Action Levels (SALs) for five PFAS in 2022, and Thurston PUD tested all Group A water systems shortly after. One system, Lazy Acres 351, exceeded the SAL. In 2024, the U.S. EPA finalized national Maximum Contaminant Levels (MCLs) for six PFAS. These federal standards replace the state SALs and will take effect in 2029.

Background

Thurston PUD completed PFAS testing in 2021–2022 using DOH-funded support for all Group A water systems. Ten systems showed PFAS above the federal MCL that will take effect in 2029. As an early adopter of PFAS testing, the PUD identified these levels before most other utilities.

2025-2027, Eight (8) PFAS Remediation Projects

Because of Thurston PUD’s proactive work, DOH Office of Drinking Water awarded Thurston PUD funding from the Drinking Water State Revolving Fund (DWSRF) of \$6.9 million with 100% loan forgiveness to install a PFAS remediation treatment for eight (8) water systems.

Water System	Customers	DWSRF Loan Amount
Tanglewilde 600	1,960	\$3,531,219
Lazy Acres 351	94	\$515,602
Spanaway 192 nd 669	78	\$953,166
Burnsville 676	60	\$400,929
East Olympia 684	23	\$295,261
Whiskey Hollow 670	16	\$452,896
Cooperfield 678	16	\$449,198
Sandra Ave 627	15	\$369,500

The Tanglewilde Thompson Place 600 Water System, which serves 1,960 homes, parks, schools, and businesses, is the largest of the PFAS treatment projects due to the size of the water system. Construction for this project is planned to begin in August 2026 and expected to be completed in March 2027.

For more information on this project and others, visit <https://www.thurstonpud.org/projects.htm>.

Office Closure—Labor Day, September 7, 2026

PUD offices will be closed on Monday, September 7, 2026, in honor of Labor 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 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.

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 \$_____.

☐ 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: _____