



Public Utility District No. 1
of Thurston County

FEBRUARY 2014 NEWSLETTER



Commissioners Corner

By Russ Olsen, District # 2

In the August 2013 Newsletter, I mentioned to you that the PUD was completing our asset management plan. The purpose of this plan is to project which water system infrastructure will wear out, when it needs to be replaced and what the cost will be to replace crucial elements in your water system.

We have completed the asset management plan and have projected when your water system's water mains, treatment facilities, reservoirs, pump houses and other infrastructure need to be replaced, and the total projected costs over many years into the future. Now that this key information is available, we have hired a professional consulting firm to help determine how to best fund the necessary water system replacements when they need to be made. Staff and the Commissioners are currently working with the consultant to evaluate funding options.

This summer, we will be scheduling public meetings at several locations to discuss improvements that need to be made and how to best fund them in the future. At these meetings, we will be soliciting your input on how to best fund your water system's necessary infrastructure component replacement in the coming years. Watch future newsletters and bills for inserts on the dates and times for these meetings. We will also post meeting notices on the front page of our web site.

At the end of March, we will be sending out a customer survey to ask for your feedback on how well the PUD is serving you and to solicit your input to find out how we can serve you better. I would appreciate it if you could take the time to respond to this survey to provide us feedback and help us improve our service to you.

Please feel free to communicate any of your comments and concerns about any of the issues that the PUD addresses. My e-mail address is rolsen@thurstonpud.org. Your perspectives, combined with the information gathered by the PUD, enable your Commissioners to make better informed decisions. I am available to meet with community groups to listen to your concerns, ideas, and perspectives on these issues.

921 Lakeridge Way SW, Suite 301, Olympia, Washington 98502-6081
Toll Free (866) 357-8783 • Fax (360) 357-1172 • www.thurstonpud.org

On - Call Emergencies

Thurston PUD has an on-call service that passes all emergency calls to our field technicians that are on call. This happens when the office is closed after regular business hours, on weekends and holidays. These calls are forwarded to the call center from our regular phone number. When the call comes in for a system that is out of water, the field technician lets our call service know to tell the next customer calling that the technician is in route to that system. We do not return these calls. If your water is still out after a couple hours, please call the service again. The PUD is working hard to give our customers more information through a automated service that will call with a recorded message on the next business day to make customers aware of what the problem was. Please make sure we have your current daytime contact phone number so you can receive these calls if necessary.

Did you know that you can access your Thurston PUD water account at our website? You can look at your bill, water usage, account information and more. You can also pay your bill online. Our website is:

www.thurstonpud.org

Once you get to our home page, click on the Visa/MasterCard icon towards the bottom of the page.

Please call the office at (866) 357-8783 if you have any questions or are having trouble accessing our website.

Options for paying your water bill.

- Pay in our office using cash, check, debit or credit card (Visa or MasterCard).
- Pay by phone or online at (www.thurstonpud.org) using your credit card, debit card or electronic check.
- Drop your payment off at the drop box located outside our building. Checks or money orders only.
- Pay by direct debit (get the form on our website at www.thurstonpud.org). Click on links and forms, and then direct debit form.

Do we have your current information?

Occasionally a situation arises where we need to get in touch with you. For example, there are times we need to contact you for a scheduled water outage. We attempt to contact every customer on the water system in advance, if possible, before we turn the water off. We also may need to contact you for reasons such as a suspected leak, or to verify information on your account. If we don't have current information, you may miss a important call or email from us concerning your water service.

If you believe we do not have your current phone number, mailing address or email address, please give us a call at (866) 357-8783. You can also send us a email with your current information to: **PUDCustomerService@thurstonpud.org** to update your information.



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