



Public Utility District No. 1  
of Thurston County

# NOVEMBER 2015 NEWSLETTER



## Commissioner's Corner

By Chris Stearns, District 3



PUD Customers,

I wanted to encourage you to take advantage of the convenience of paying on-line as an alternative to calling the customer service representative to pay your utility bill. The advantages of paying on-line includes:

- **Convenience.** View your balance... or your consumption... or your statement at any time. Pay your bill or manage your account on your own schedule.
- **Less Information to Track.** Don't worry about losing a paper bill: You don't need it any more, sign up for electronic billing. If you don't want to remember one more password, make that last minute payment quickly and easily using the Guest Payment capability.
- **Security.** Make it harder for identity thieves who look through trash bins – electronic billing means no more paper bills for them to find!
- **Never Miss Paying a Bill.** By setting up recurring payments, you can relax knowing that your bill will be paid automatically, or simply get an email reminder when your statement is ready. You don't worry about your payment arriving late due to post office reductions in service.
- **Save Money and Resources.** Help lower your utility bill by reducing statement printing and mailing expenses. Save your own postage costs by not mailing in your payments. Last, but not least, all those trees that don't get cut down will love you.

Please consider using the on-line option for paying bills. If you need assistance setting-up or managing your online account, call a customer service representative today at (360) 357-8783 or toll free at (866) 357-8783.

## 2016 Rates, Fees and Surcharges Information

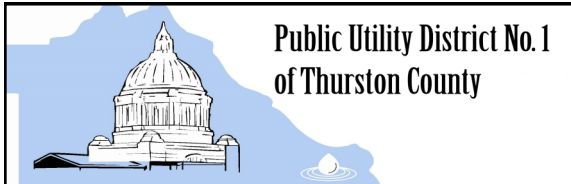
In September 2015, the Commissioners of PUD No. 1 of Thurston County held a series of Public Hearings to provide our customers and members of the public the opportunity to comment on proposed options for the 2016 Budget and Rates. At the public meeting on September 21, 2015, the Commissioners voted to adopt the 2016 Budget with rates to go into effect January 2016 resulting in an average 3.55% increase for all customers. The increase has been applied to both the base rate and to all usage blocks equally. Customers using 1,000 cubic feet of water can expect to see an increase of \$1.96 monthly. In addition, the Commissioners adopted a new increase to the capital surcharge implemented in 2015 to begin funding the improvements and replacements identified in the District's Asset Management Plan. The 2016 Capital Surcharge will be in addition to your regular water charges and will be \$2.90 per month per equivalent residential unit, an increase of \$1.90 over 2015. You can obtain a copy of the adopted 2016 Budget at our website, [www.thurstonpud.org](http://www.thurstonpud.org). The adopted 2016 rates are on page 4 of this newsletter.

## Low Income Assistance Program

Below is a copy of the bill stuffer you will find in your billing statement in October and November. If you receive your bill via email, please call us and we can mail you the bill stuffer if you are interested in participating.

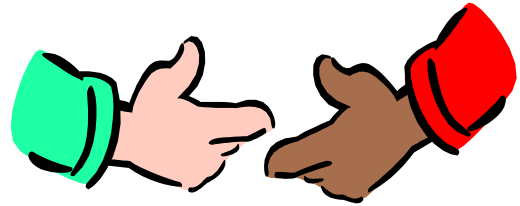
### Project Help

is an assistance program to help low-income families with their water bill.



Help us offer this great program by donating today!

Your generous contribution will help to keep the water on in homes throughout our service area. No matter how big or small your donation, you are making a difference in the lives of families throughout the area.



**We're on the web**  
**[www.thurstonpud.org](http://www.thurstonpud.org)**

**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](http://www.thurstonpud.org)**

**Please call the office if you have any questions or are having trouble accessing our website.**

## *Employee Spotlight—Kurin Rosado*



Kurin Rosado was hired as a Customer Service Representative in May 2014. Kurin is also the Clerk to the Board of the Thurston PUD Commissioners. Prior to working for the PUD, she worked in the property/association management industry as an Accounting Assistant. Kurin is originally from Alaska, but has lived in Washington for more than ten years. In her free time, she enjoys reading, watching movies, traveling, and spending time with her family and pets.

***With Winter fast approaching, we thought we would offer a few freeze protection tips to our Thurston PUD customers:***

### **During cold weather, take preventive action:**

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals up and out of the reach of children.
- When the weather is very cold outside, let the cold water drip from the faucet served by exposed pipes. Running water through the pipe -- even at a trickle -- helps prevent pipes from freezing because the temperature of the water running through it is above freezing.
- Keep the thermostat set to the same temperature both during the day and at night. By temporarily suspending the use of lower nighttime temperatures, you may incur a higher heating bill, but you can prevent a much more costly repair job if pipes freeze and burst.
- If you will be going away during cold weather, leave the heat on in your home set to a temperature no lower than 55°F. Remove, drain, and carefully store hoses used outdoors. Close inside valves supplying outdoor hose bibs. Open the outside hose taps to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- Check around the home for other areas where water supply lines are located and are in unheated areas. Look in the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold water pipes in these areas should be insulated. A hot water supply line can freeze just as a cold water supply line can freeze if the water is not running through the pipe and the water temperature in the pipe is cold.

**Revised Rates**  
**Effective 1/1/16**

After Public Hearings held on September 8, 2015, and September 21, 2015,  
the Thurston PUD Commissioners voted to increase rates.

The new rates become effective on January 1, 2016. A summary of those rates appears below:

<b><i>Base Rate per meter size</i></b>	<b>Residential</b>		<b>Non-Residential</b>		
	Inside Thurston	Outside Thurston	Inside Thurston	Tanglewilde Parks & Rec	Outside Thurston
3/4"	\$ 26.65	\$ 30.65	\$ 30.65		\$ 34.65
1"	\$ 61.89	\$ 65.89	\$ 71.16		\$ 75.16
1 1/2"	-	-	\$142.32	\$47.44	\$146.32
2"	-	-	\$227.70		\$231.70
3"	-	-	\$426.95		\$430.95
Flat rate	\$ 70.68	\$ 74.68	-		-
<b><i>Consumption charges – per 100 cubic feet</i></b>					
<b>Residential</b>					
<b>0-500</b>	\$ 2.38	\$ 2.38	-		-
<b>501-1500</b>	\$ 3.66	\$ 3.66	-		-
<b>1501-3000</b>	\$ 5.04	\$ 5.04	-		-
<b>3001+</b>	\$ 5.76	\$ 5.76	-		-
<b>Commercial</b>					
<b>Nov-Jun</b>	-	-	\$ 3.66	\$1.21	\$ 3.66
<b>Jul-Oct</b>	-	-	\$ 5.76	\$1.90	\$ 5.76
<b>Irrigation</b>	-	-	\$ 5.76		\$ 5.76

**CAPITAL IMPROVEMENT SURCHARGES**

PUD 2016 Capital Surcharge \$2.90/month per ERU  
Marvin Rd DWSRF \$15.35/month  
Webster Hill DWSRF \$14.94/month

**ANCILLARY CHARGES**

New Account Service Charge \$35.00 plus \$5.00 per non related tenant  
Late Fee \$5.00  
Return check charge \$30.00  
Reconnect fee \$45.00  
After hours  
    In County \$120.00  
    Out of County \$165.00  
    Holiday/wkend \$210.00  
Meter tampering charge \$200.00  
Refundable Deposits  
    Green report .00  
    Yellow report \$75.00 or highest bill in the preceding 12 mo, which ever is highest  
    Red report \$150.00 or 2 times the highest bill in the preceding 12 mo, whichever is highest  
Water availability letter \$55.00  
    Lender letter \$55.00  
Meter Test \$100.00  
Cross connection survey \$45.00  
Back flow test Time and materials-SMA rates  
Temporary service deposit \$1,500.00  
Hydrant use fee 1 1/2 metered rate  
Service Connection Charge  
    3/4" meter install \$730.00  
    1" meter install \$830.00  
    1 1/2" meter install \$730.00 plus time and materials to install  
    2" meter install \$900.00 plus time and materials to install  
    Fire meter install \$1,562.00  
General Facility Chg TPUD \$3,000.00  
Non compliant customer first \$50.00  
Non compliant customer second \$110.00