



Public Utility District No. 1
of Thurston County

November 2017
Newsletter



Commissioners Corner

Thurston County PUD finalized the acquisition of 140 water systems, doubling the number of connections the PUD serves. The PUD acquired the systems from H&R Waterworks, Inc., a for-profit company, on October 1, 2017. The acquisition added 140 water systems with 4,064 connections, increasing the total number of systems served by the PUD to 303 with 8,212 active connections.

Thurston County PUD retained the staff members previously employed by H&R Waterworks, complementing the expertise and knowledge of existing PUD staff to effectively manage the newly acquired systems. Most of the systems are located in Thurston County although there are systems located in adjacent Pierce, Mason, and Lewis counties as well as Kitsap and King counties.

“This acquisition will provide existing Thurston County PUD Customers and our new customers with the benefits of not-for-profit service and greater efficiencies in system operations and maintenance,” said **PUD Commission President Linda Oosterman**. “We are reaching out to our new customers to keep them informed as we transition the newly acquired water systems into the PUD’s operations.” The PUD plans on maintaining the newly acquired systems existing water rates through 2017 and gradually incorporating them into the PUD’s existing rate structure.



Employee Spotlight : Jim Campbell

Jim is the District’s new Water Superintendent. He was the Field Supervisor of H&R Waterworks and has been in the drinking water field for 15 years. Jim supervises the 13 members of the Field Staff Team and is responsible for the District’s operations and maintenance and capital improvement programs. Jim has certifications as a Water Distribution Manager 2, Cross Connection Control Specialist, and as a Water Treatment Plant Operator. He is a great addition to the PUD Management Team. He was born and raised in Olympia.



Public Utility District No. 1 of Thurston County
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Office (360) 357-8783 • Toll Free (866) 357-8783 • Fax (360) 357-1172 • www.thurstonpud.org

Thurston PUD is moving!

The PUD's administrative office, currently located at 921 Lakeridge Way SW, Ste 301, Olympia, WA 98502, will be closed during the week of December 26th to facilitate the move to the new PUD building in Lacey. Customer service staff may not be available during this time to address lower-priority issues. However, the PUD's field staff will be on-call to address water system issues and emergencies. As always, field staff is on-call 24 hours a day, seven days a week.

All staff members will resume regular hours (8:00 a.m. to 4:30 p.m.) on Tuesday, January 2nd at the new location: 1230 Ruddell Rd SE, Lacey, WA 98503. Customers will be unable to make payments or speak with staff members at the 921 Lakeridge Way SW address after December 22nd. Please review the timeline below for more information.

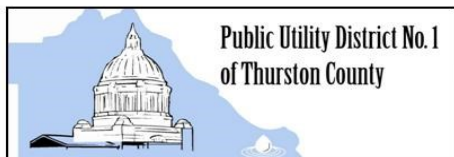
December 18th – December 22nd	PUD open @ 921 Lakeridge Way SW, Ste 301, Olympia, WA 98502
December 25th	PUD closed for Christmas
December 26th – December 29th	PUD closed for moving
January 1st	PUD closed for New Year's Day
January 2nd	PUD open @ 1230 Ruddell Rd SE, Lacey, WA 98503

Please note that while our office is closed and customers may not be able to make payments over the phone, payments can be made on our website at www.thurstonpud.org 24 hours a day. An open house event will be scheduled in February 2018. Customers will receive more information in January regarding this event.



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.



Authorization for automatic monthly or one time donation. Mail or deliver this authorization to address below.

I authorize PUD #1 of Thurston County to bill my account \$ _____

- ☐ **one time to be donated to the Project Help Fund, or**
☐ **each month.**

This authorization shall remain in effect until PUD receives written notification from me to terminate this agreement. I understand that if my account becomes past due, this authorization becomes invalid.

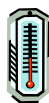
Name _____

Service Address _____

Customer Account Number _____

Questions?

Please contact us at:
921 Lakeridge Way SW, Suite
301, Olympia, WA 98502
Phone: (360) 357-8783
Toll Free: (866) 357-8783
www.thurstonpud.org
Office Hours: Monday - Friday
8:00 a.m. to 4:30 p.m.



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

Preventing frozen pipes:

- Drain water from swimming pool and water sprinkler supply lines following manufacturer's or installer's directions. Do not put antifreeze in these lines unless directed. Antifreeze is environmentally harmful, and is dangerous to humans, pets, wildlife, and landscaping.
- 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.
- Consider installing specific products made to insulate water pipes like a "pipe sleeve" or installing UL-listed "heat tape," "heat cable," or similar materials on exposed water pipes. Many products are available at your local building supplies retailer. Pipes should be carefully wrapped, with ends butted tightly and joints wrapped with tape. Follow manufacturer's recommendations for installing and using these products. Newspaper can provide some degree of insulation and protection to exposed pipes - even ¼" of newspaper can provide significant protection in areas that usually do not have frequent or prolonged temperatures below freezing.

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 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.

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.

Revised Rates

Effective 1/1/18

After Public Hearings held on September 12, 2017, and September 27, 2017,
the Thurston PUD Commissioners voted to increase rates.

The new rates become effective on January 1, 2018. A summary of those rates appears below:

	Residential		Non-Residential		
<u>Base Rate per meter size</u>	Inside Thurston	Outside Thurston	Inside Thurston	Tanglewilde Parks & Rec	Outside Thurston
3/4"	\$ 28.82	\$ 32.82	\$ 33.15		\$ 37.88
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	\$ 73.51	\$ 77.51	-		-
<u>Consumption charges – per 100 cubic feet</u>					
Residential					
0-500	\$ 2.58	\$ 2.58	-		-
501-1500	\$ 3.96	\$ 3.96	-		-
1501-3000	\$ 5.45	\$ 5.45	-		-
3001+	\$ 6.23	\$ 6.23	-		-
Commercial					
Nov-Jun	-	-	\$ 3.96	\$1.31	\$ 3.96
Jul-Oct	-	-	\$ 6.23	\$2.06	\$ 6.23
Irrigation	-	-	\$ 6.23		\$ 6.23

CAPITAL IMPROVEMENT SURCHARGE

PUD 2018 Capital Surcharge	\$6.70/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 ½ metered rate
Service Connection Charge		
¾" meter install	\$730.00	
1" meter install	\$830.00	
1 ½" 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	



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