



## Commissioner's Corner

By Chris Stearns, District 3



### 2016 Water System Improvements and other Significant Activities

#### I New Systems, Water Conservation Rebates and Sanitary Surveys

1. **Acquisition of New Water Systems.** In 2016, the PUD acquired four (4) new Thurston County water systems totaling 63 active connections consisting of three (3) Group B water systems, Frog Hollow Divisions 1, 2 and 3, and one (1) Group A water system, Red Tail Hawk Estates. Adding more systems helps spread the fixed costs of operating the PUD over more connections providing a better economy of scale, and helps keep costs lower for all of our customers.
2. **Water Conservation:** Five (5) \$50 Toilet Rebates were provided to customers in 2016.
3. **Sanitary Survey:** Sanitary Surveys were completed for the Crowder, Loma Vista, Prairie Villa, Sward, and Olympic View water systems.

#### II Projects/Extraordinary Maintenance (No Capital Surcharge Monies were Used in 2016)

1. **Hawk Acres Generator Replacement:** The generator was replaced after the old generator was damaged from a power surge.
2. **Tanglewilde Generator:** The City of Olympia intertie with the Tanglewilde-Thompson Place water system was closed and a back-up generator for the wells was installed.
3. **Crescent Park Upgrades:** A pump house upgrade replaced the pipes and wellhead interface.
4. **Well Pump Replacements:** Well pumps were replaced at the Sales, Garden Acres 3, Tracy 2, Skookumchuck (well #1), Roseburg, Tracy 3, Christensen Muck 1, and Heslep water systems.
5. **Booster Pump Replacements:** The Booster Pump was replaced at the Sward water system.
6. **Treatment Upgrades and Treatment Maintenance:** Treatment was replaced at the Granite 1 and 2, Red Cloud 2, Sales, and Eastridge 2 water systems. Treatment maintenance to improve system operation was completed at the Eastridge 3 and Pickering View water systems.
7. **Electrical System Work:** Electrical system work was completed at the Webster Hill, Smith Prairie, Christensen Muck #1, Lazy Acres, Sargent, Crescent Park, and Tanglewilde-Thompson Place systems.
8. **Chlorine and Soda Ash Injection Pump Replacement:** Pumps were replaced at Crowder, Red Cloud 2, Nisqually Highlands, Prairie Villa, Evergreen Vista, and the Loma Vista water systems.
9. **Pressure Tanks Replaced:** Tanks were replaced at the Pickering View and Pleasant Valley systems.
10. **Pump House Repairs:**
  - a) A new metal roof was installed on the Aust system.
  - b) The Lew's 81st pump house was wrapped with metal.
  - c) New doors were installed on the Lazy Acres, Sward, Easterday, and Brookhaven 1 water systems.
11. **Miscellaneous Maintenance:** We installed Nisqually Highlands blow-offs, a Garden Acres pitless adaptor replacement, a Indian Crest 1 new service line, sight glass on the Crescent Park pressure tanks, sand traps at 336 1 and 2, and easement access was secured at the Ridgewood water system.

## Water Leaks

As we try to be proactive on water leaks, one of Thurston PUD's procedures is to review high consumption meter reads on a monthly basis to determine if a customer has a leak. It can be challenging to determine if there is a leak from reviewing meter read information during the summer months. You may receive a phone call or letter from our office to notify you of increased consumption. A high meter read may indicate that a hose or spigot may have been left running, that you've been doing extra watering, using more water than usual, or that there's a water leak.

**If you think you might have a leak, the way to check is outlined below:**

1. Shut off all the water inside/outside your home.
2. Find your water meter (usually on one of your property lines).
3. Look at the face of the meter, there will be a triangle or circle that turns if water is running through the meter. If the dial is turning, you have a leak. If you don't see anything moving, take a meter read and wait 10 or 15 minutes and take another meter read.

If you determine that there's a leak at your property, you can try to find and fix the leak yourself, or you can call a plumber. If the leak is fixed and our office is notified by a phone call within 10 days of the date we notify you about the possible leak/high consumption, you may be eligible for a leak adjustment. **Per Thurston PUD policy, service line leaks (leaks that occur between your meter and your home) are the only leaks that qualify for a leak adjustment.**



## PHONE PAYMENTS

If you'd like to make a payment over the phone, please contact our office at (866) 357-8783 during business hours, 8:00 am to 4:30 pm (Monday through Friday). If you have registered for an account through our payment processing website (<https://thurston.merchantransact.com/default.aspx>), the system will automatically send you a confirmation e-mail. **Our customer service representatives can no longer e-mail confirmation details for phone payments.** We apologize for any inconvenience.

## Employee Spotlight: Anthony Dahmen



Anthony Dahmen starting working at the PUD on March 1, 2016. He said, "In this time I have learned many tasks ranging from completing a service request to pulling a well. I started as a meter reader and was recently promoted to a Field Technician I. I enjoy working for the PUD very much and strive to excel within our public utility. In my free time I enjoy spending time with my daughter, fishing, hiking, shooting, and photography." We appreciate Anthony's dedication!

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