

THURSTON PUD NEWSLETTER

We are committed to providing safe, reliable affordable and sustainable water services to the customers we serve.

April 2018

Commissioner's Corner

Increased Efficiency and Effectiveness Through Growth

By Russell E. Olsen, District 2



District 2 Commissioner
Russell Olsen

As of January 1, 2018, Thurston PUD increased its size by over 4,000 new customers. The majority of these new customers are in Thurston County. Overall, the newly acquired water systems are in great condition and many of them are located near systems we already own and maintain. The addition of these new customers will help provide the PUD with a better economy of scale that will:

- **Allow us to better serve you,**
- **Help keep rates at the lowest level possible,**
- **Provide more funding for capital system replacement, and**
- **Provide many efficiencies previously not available due to the addition of new talented staff that should result in better service.**

With the acquisition of the new water systems, we were able to hire the H&R Waterworks staff. This talented group not only has water system-specific expertise, but they come with the historical knowledge of the newly acquired systems. We gained nine valuable employees, eight of whom are state certified Field Technicians. Now, the PUD performs many functions that were previously contracted out which proves to be efficient, timely and save significant monies. We have the equipment and staff to pull and replace most water system pumps. We rebuild pumphouses and perform system maintenance that had previously been contracted out. We now own and operate our well camera; have radar detection equipment to locate water mains; perform excavator work; and install and replace water treatment systems.

We have provided extensive system maintenance and flushing this year. We will continue to do our best to improve water system functioning and the quality of your water wherever possible.

If you have water system issues that you are concerned about, we would like to know about them. Please contact us by phone or email 24 hours a day at (360) 357-8783 or toll free at (866) 357-8783 or email at PUDCustomerService@thurstonpud.org

"We will continue to do our best to improve water system functioning and the quality of your water wherever possible."

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Thurston PUD Offers 24-hour Water Emergency Assistance

As part of our commitment to providing excellent customer service, Thurston PUD offers around-the-clock water emergency assistance. If you have a water issue or emergency, our phone lines are open 24 hours a day, 7 days a week. If you contact us outside of regular business hours, your call will be handled by an after-hours call center that will notify District service staff.

For both emergency and non-emergency assistance, please call:

Local: (360) 357-8783

Toll Free: (866) 357-8783

Or email us at PUDCustomerService@ThurstonPUD.org

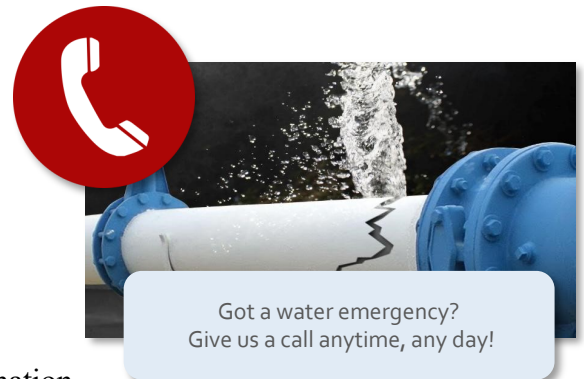
You can also visit our new location during regular business hours:

Monday – Friday 8:00 a.m. – 4:30 p.m.

1230 Ruddell Road SE

Lacey, WA 98503

Visit us at on the web at www.thurstonpud.org for more information.



New Rates Committee Formed, Needs Members

The Thurston PUD Commissioners have formed a new advisory committee and are seeking nine customers that would like to serve. The Utility Rate Advisory Committee (URAC) members will learn how the PUD sets rates, fees and charges, and then have the opportunity to advise the Commissioners on those topics.



If you are interested in becoming a member of the URAC, applications can be found on our website at www.thurstonpud.org.

Applications are due May 24, 2018.

If you have any questions, contact General Manager John Weidenfeller 360-357-8783 ext. 107 or by email at jweidenfeller@thurstonpud.org or Senior Communication Specialist Ruth Clemens at 360-357-8783 ext.106 or by email at rclemens@thurstonpud.org.



PUD Employee Spotlight

Ruth Clemens, Senior Communications Specialist

Ruth recently joined us as a Senior Communications Specialist. She comes to us from the Department of Revenue (DOR) where she was a Communications Consultant on the Tax and Business Licensing Replacement project, the largest information technology project currently in state government. Prior to her service at DOR, Ruth was employed by the Department of Corrections where her work included communications, public records disclosure, community involvement programs and statewide diversity. She is a proud graduate of Washington State University. “Go Cougs!”

Ten Tips for Water Conservation this Spring

Western Washington is known for its wet, mild climate leading locals to believe there is an overabundance of water in our region. According to the NOAA National Climatic Data Center Washington ranks 29th in national annual rainfall averages. So while we may have a large number of consecutive days of rains, we don't have the precipitation volume of a state like Louisiana. Last year Seattle marked the longest streak of days with no rain.

At Thurston PUD, we believe in the conservation and efficient use of water because it's our most precious resource. Now that Spring is here, we understand you'll be preparing your yard for summer use. We'd like to share some easy suggestions that can help you conserve water especially during longer periods of no rainfall and save you money without sacrificing the beauty of your landscape.

1. Check all outside hose and connections against leaks and Winter's ravages.
2. Planting your garden to start the season? Start off right. There are many beautiful groundcovers that require less watering including lavender, daylilies, forget-me-nots, succulents, marigolds, and zinnias.
3. Avoid wasting water by installing a spring-loaded shutoff nozzle on each garden hose to avoid water waste.
4. When sprinkling your grass and flower or vegetable beds, try to avoid watering the driveways and sidewalks.
5. Start a compost pile and add it to your garden. Compost helps retain water and gives your garden a wealth of nutrients. Mix in some along wood chips or peat moss and your water retention will be boosted.
6. A slow-drip irrigation system will help avoid over-watering, and also save money on your water bill.
7. Timing is everything! Water generally evaporates most rapidly between 10 a.m. and 4 p.m. Restrict watering to before or after those times and you'll likely use less.
8. Prevent overwatering by keeping the length of your lawn approximately 2 inches long. This will help reduce evaporation and require less water.
9. Use the cycle and soak watering method where runoff occurs, especially on slopes or compacted dry soils.
10. Keep your grass clippings. When you're finished mowing, leave the grass clippings on the lawn. This will boost water retention and help grass grow thicker.



Slow-drip irrigation systems can help avoid over-watering



Plants like succulents store plenty of water in their leaves

**When the weather warms up, it's easy to overuse water.
Don't let your summer water bills surprise you!**

Does your community have a Homeowners Association?

We like to work with Homeowners Associations to address any issues or concerns, and to share information regarding water system outages and improvements. We are available to attend your annual meetings, and work with HOA Boards to address community water issues.



If your community has a Homeowners Association, we would like to know. Please contact our Senior Communications Specialist Ruth Clemens at (360) 357-8783 ext. 106, or by email at rclemens@thrustonpud.org and provide her the following information:

- Name of HOA
- Names and positions of HOA officers
- Emails and phone numbers
- HOA website or Facebook page

Free Garden Hose Timers for PUD Customers

For the second year in a row the PUD is providing our customers with garden hose timers. These timers will help optimize water use for customers who use garden hoses to water their lawns and gardens.

The timers are easy to use and don't require batteries. To use the timer, attach it between the hose bib and the hose. Turn the water on and set the timer. At the end of the set time, a valve will close and the water will turn off. This simple tool can help save water and help lower your water bill. Visit our website for more tips on how to save water.

Because of our limited supply timers will only be given to customers who did not receive one last year.

Project Help Fund Keeps the Water on For Struggling Families

For years, Thurston PUD has offered an assistance fund that helps low-income families keep their water running in their homes. The Project Help program allows Thurston PUD customers to contribute by making donations through their PUD bill. Any help is appreciated and goes towards a family whose water is in jeopardy of being shut off. You can make a one-time donation or monthly donations.

Simply fill out the authorization form below and mail it back with your bill. If you have questions, please call us at 360-357-8783.

I authorize Thurston PUD to bill my account \$ _____

- ☐ One-time to be donated to the Project Help Fund
- ☐ 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 _____