



Thurston PUD Newsletter

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

September 2018

Commissioner's Corner

Update on Capital Improvements Plan: 2019-2024

By Russell E. Olsen, District 2



In 2014, the PUD had community meetings in Thurston, Lewis and Pierce counties to engage our customers in a discussion on how to best prepare for and fund capital improvements necessary in the coming years. After receiving public input, the Board of Commissioners made two decisions: 1) rates would pay for ongoing operations and maintenance costs and 2) to apply a capital surcharge that would pay for capital improvements. An asset management plan (AMP) has been developed for each water system which evaluates when the various components of a water system reach the end of their life cycle and are projected for replacement.

The infrastructure of each of the 274 PUD water systems varies, but generally, the term **infrastructure** refers to the wells, pumps, water mains, pump houses, booster pumps, service lines, water meters, reservoirs, treatment systems, electrical systems, etc. that make up a water system. The individual components like pumps, service lines, etc. are **assets** within the infrastructure.

Capital surcharges are used to fund replacements at the end of an asset's life cycle. We developed and use an integrated asset management system to estimate when things need to be replaced. The capital surcharge for 2018 was \$6.70. For 2019, the capital surcharge **will remain** at \$6.70.

The PUD has kept a commitment to you that we will be good shepherds of these monies you pay as surcharges and only use them for infrastructure improvements and replacement. One of the benefits of belonging to the PUD is that the cost of an emergency or issue to your water system is covered by funds from capital surcharges. You and the other customers on your water system can have peace of mind knowing that the costs are covered cooperatively.

On the back page of this newsletter, I want to share with you the projected Capital Improvement Projects expenditures for 2019-2024. We've separated them according to category. In 2018, we spent \$451,400. Over the years of 2019-2024, it's been projected that we will spend up to \$3,450,139 replacing water system assets. This is a projected figure because the PUD's current practice is that, with the exception of a few large water systems, we allow assets to run to end of their life cycle.

If you would like more information on your water system please call the Customer Service Team toll free at 866-357-8783.

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About Commissioner Russell E. Olsen

Russell "Russ" E. Olsen is the Director of Washington State Pollution Liability Insurance Agency. His past 13 years of public service have been focused on balancing the needs of economic development while protecting valuable natural resources. He holds a Bachelor of Arts degree from Saint Martin's University and a Master's Degree in Public Administration from Seattle University. A proud Thurston County local, Russ was raised in the Thompson Place neighborhood in Lacey, where he attended Olympic View Elementary. He is also a graduate of North Thurston High School. He has been married to his wife, Rebecca, for over 14 years and they have an eight-year-old son.

Russ has extensive knowledge and experience in strategic planning, policy and budget development, implementation and assessment.

Thurston PUD Commissioners

District 1

Linda Oosterman


District 2

Russell E. Olsen


District 3


Chris Stearns


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The Value of Water Series: On October 10, Imagine a Day Without Water

Most Americans take water for granted. They turn on the tap, and clean water flows out. They flush the toilet, and dirty water goes away. Most Americans hardly think twice about the infrastructure that brings water to their homes, and safely returns water to our environment – but they should. The reality is, our water infrastructure is aging and failing. While most Americans cannot imagine a day without water, there are many communities that have lived, and are living, without water because they don't have access to safe and reliable water systems. As citizens go to the polls this fall to vote in the midterm elections, the next wave of lawmakers from state legislatures to the nation's capital need to make water a priority so no American has to live or imagine a day without water again.

A Day Without Water = Crisis

A day without water is a public health and safety crisis. It means no water to shower or flush the toilet, and no water to drink or cook with, no water to do laundry or dishes. A single nationwide day without water service would put \$43.5 billion in economic activity at risk and would make it impossible for doctors, firefighters, and farmers to serve our communities. Our water infrastructure supports every facet of our daily lives, but our water infrastructure is facing incredible challenges. Demographic and climate pressures, such as increased natural disasters, drought, flooding, and wildfire, threaten our infrastructure and increase the possibility of a day without water. These challenges look different to different communities and will require local solutions, but it's clear that reinvestment in our water systems must be a national priority.

Reinvestment in Water Infrastructure = Opportunity

The good news is that closing our nation's water infrastructure gap would generate over \$220 billion in total annual economic activity, create and sustain over a million jobs, and guarantee our public health and environmental safety.

This article was courtesy of imagineadaywithoutwater.org.



Imagine a Day Without Water
October 10, 2018

19
gallons of water are
required to grow
just one apple.



Imagine a Day Without Water
October 10, 2018 | #ValueWater

After working around the
clock for 100 years or
more, water infrastructure
is aging and failing.



Imagine a Day Without Water
October 10, 2018 | #ValueWater

1/5 of the US economy
would grind to a halt
without reliable water
infrastructure.



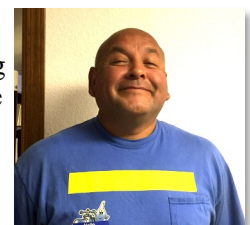
Imagine a Day Without Water
October 10, 2018 | #ValueWater

Employee Spotlight: Rick Sanchez, Field Technician II

Field Technician Rick Sanchez loves playing in the dirt. Working for Thurston PUD gives him plenty of opportunities to get dirty, and to work in the industry that he loves to which he has dedicated the last 15 years of his life. "Before this, I worked a variety of jobs—baking, hay farming, construction, and even delivering pizza," he said. "I love that everyday [at the PUD] is something different—oh, and I get to play in the dirt!" Rick enjoys the hands-on part of his job and, because of his experience, he brings wisdom and problem-solving skills to our young workforce. He gives his team 100 percent everyday.

Rick is one of the many employees who joined the PUD after the 2017 expansion. The PUD benefits greatly by having Rick on board because of his extensive knowledge of the acquired water systems. He understands the unique qualities of those systems which allows our team to quickly troubleshoot and resolve issues.

When Rick is not at work, he is deeply devoted to his family. A father of six and grandfather to 11 (and one on the way!), you can find him at sporting events year-round. "I'm a very simple man. I try my best to make the most out of every day—which is pretty easy to do with my big, beautiful family by my side."



Field Technician II
Rick Sanchez

Save a Stamp (and Time!) by Paying Your Bill Online

We've made it easier and faster to pay your bill through our online payment system that you can access from our website www.ThurstonPUD.org. You can pay your bill anytime, on any device. With our online payment system you have access to your bill 24-hours a day, 7 days a week. You can view your balance, bill details and due date, or make a payment. Other convenient features of our online payment system are paperless billing, automatic payments and managing your account information.



Paying Online

Paying online is the quickest way to make a payment. Visit www.ThurstonPUD.org from your computer or mobile device and click on the **Pay Bill Online** link in the top left-hand corner of the website. You will be directed to our online payment page. **Remember, paying your bill on the Thurston PUD website is instant and free!** Be aware that third-party payment sources like DOXO charge a service fee, and send your payments through the mail in the form of a check. We have no control of when your check will arrive. Using a third party service like DOXO means they are charging you a service fee, and if your payment arrives late, you're at risk for a late payment fee.

Get a \$5 Credit

When you sign up for Auto Pay and Paperless Billing, we will give you a one-time \$5 credit. Visit the Thurston PUD website and scroll to the bottom of the page to learn how you can sign up. Once you sign up, just email our Customer Service team and inform them you're enrolled and we will be sure to credit your account. You can apply your debit or credit card to your Auto Pay account or you can choose to have your monthly payment directly taken from your checking account.

Paperless billing is an electronic version of your billing statement that you can view online. It is a great way to help the environment, reduce clutter in your home and access your bill from your computer or mobile device.

We Will Help You Set Up an Online Account

Our customer service team is ready to help you set up an online account. There are some special consideration when setting up an account:

- When setting up an account, your name must be entered in ALL CAPS and exactly as its written on your bill.
- If you and another person are both listed on the account, give us a call at (866) 357-8783 and we can set up the account for you. Check your billing statement to find out how many names are on the account.

Ask a PUD Employee: When is My Meter Read?

Field Technician and Meter Reader Rich Holmes will answer this month's question. Rich is certified in Water Distribution Management. Rich is part of a two-member team that is responsible for reading over 7,700 water meters each month.

Thurston PUD's goal is to read meters as close to every 30 days as possible. Weekends and holidays may add a day or two to the read dates. Occasionally, it may be necessary to estimate your meter reading due to weather, access, or other reasons. If your meter reading is estimated, the reason is noted on your customer account. All estimates are based on the average monthly consumption for a one-year period, if available.

Capital Improvement Plan 2019-2024

The capital surcharge is collected and placed in a reserve account to be used only for projects identified in the Asset Management Plan. Any reserve will carry over to the following year to be used as appropriated by the Board of Commissioners. The PUD uses funds collected from the capital surcharge toward infrastructure replacements and enhancements.

Capital Improvement Projects Estimated Costs 2019-2024

Asset Type	2019	2020	2021	2022	2023	2024
Pump House Replacement	\$0	\$82,340	\$0	\$0	\$34,778	\$53,732
Electrical Upgrades	\$214,234	\$50,069	\$11,792	\$32,959	\$15,261	\$16,093
Well Pump Replacements	\$729,061	\$134,132	\$30,851	\$38,558	\$105,472	\$92,016
Source Meter Replacements	\$70,111	\$19,127	\$6,870	\$13,852	\$7,361	\$8,345
Booster Pump Replacements/ Repairs	\$239,915	\$10,609	\$8,195	\$0	\$5,095	\$32,703
Pressure Tanks & Plumbing Replacements	\$267,964	\$8,499	\$11,312	\$2,493	\$39,041	\$12,360
Reservoir Replacements	\$13,506	\$0	\$0	\$0	\$0	\$0
Treatment - Chemical Pumps, Mixer, Filters, pH Adjustments	\$359,746	\$29,823	\$46,016	\$46,079	\$9,995	\$70,437
Well Drilling	\$22,000	\$0	\$0	\$0	\$0	\$0
Service Meter Replacements	\$203,819	\$106,074	\$31,778	\$8,414	\$27,670	\$5,524
Generators	\$0	\$0	\$0	\$64,057	\$0	\$0
Total Cost Estimates	\$2,120,356	\$440,674	\$146,814	\$206,412	\$244,673	\$291,210

Water Conserving Devices for Your Bathroom You Can Install Yourself

Fall is just around the corner which means some of us will retreat indoors. Because water conservation is always on our minds here at Thurston PUD, we'd like to tell you about some basic water-saving devices for your home that you can install yourself that can help you save money on your next bill.

Low Flow High-Efficiency Faucet Aerators

A low flow high-efficiency faucet aerator lowers your fixture's usage by about 4 percent. A standard faucet may be responsible for up to 15 percent of household water use. (Cost around \$2)

Low Flow Water Efficient Showerheads

If you've ever taken a P.E. class in school and had to shower afterward, you probably remember being pelted by the showerheads in the locker rooms. Showerhead technology has evolved since then, and there are low-flow showerheads that are more pleasant and use 1.5 gallons per minute less than standard showerheads. (Cost \$13 - \$50)

Shower Timers

For larger households, shower timers may be a useful tool (especially for the person who is last in line to take a shower!). Shower timers measure the amount of water that each person uses in the shower. The device will even warn you if you're taking too long in the shower. (Cost \$3 - \$30)

Dual Flush Toilets

Toilets are the biggest consumer of water in the home, using about 30 percent of the household's water. A dual-flush toilet releases 0.5 gallons of water to 1.5 gallons depending on its flushing purpose. (Cost \$169 - \$350)

Tank Bags

If you can't buy a water-wise toilet, you can try a tank bag. The bag is a special inflatable device that takes up space in your toilet. You can also use a plastic bottle filled with water or even place a brick or two in the tank. This helps displace some water and saves a little on each flush. (Cost \$3.95)



Tank bags & bricks take the guessing out of which button to push.