



Thurston PUD Newsletter

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

September 2019

Leadership Message

The Budget Process Defined

By TaSeana Tartt

Finance/Accounting and Customer Service Manager



Annually, the District's Management Team and Board of Commissioners collaborate to define the District's goals, needs, and projects to be included in the budget for the upcoming year.

Beginning in July, Thurston PUD prepares a budget encompassing revenue and expenditures related to the General, Water and Capital Fund accounts. The Finance/Accounting staff prepares the General and

Water Fund budgets for the Management Team to review and determine if the estimates are appropriate. The General and Water Fund budgets project the annual revenue and expenses for the following year based on historical financial performance and additional anticipated revenues and expenditures.

The General Fund budget represents revenues from tax levies and the interest earned on prior fund balances. Expenses are related to Commissioners and District participation in county-wide activities, including an allocation of administrative operating expenses to include election costs and commissioner and employee salaries, benefits, payroll taxes, building operations, office supplies, telephone, dues, travel, training and subscriptions.

The Water Fund operating budget revenues include water rates, interest and rental income. The District contracts with a third-party utility rate consulting agency to analyze historical consumption data and identify the water rate adjustments needed to cover the operating expenditures. Expenditures related to employees include salaries, benefits, payroll taxes, staff meetings and training. Expenditures related to water system general routine maintenance include materials and supplies, power, chemicals, testing, transportation, general liability insurance.

Continued on page 4

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

In this Issue

Join in on the
2020 Budget
Discussion
Page 2

Meet Customer
Service
Supervisor
Cathy Easton
Page 3

Tips on How to
Fill a Pool
Page 3

Thurston PUD's
Vision, Mission
and Values

Thurston PUD
1230 Ruddell Road SE
Lacey, Washington 98503
(360) 357-8783
Toll Free (866) 357-8783
Fax (360) 357-1172
www.ThurstonPUD.org

Budget Hearings and Meetings in September

The budget serves as a policy document, an operations guide, a financial plan, and a communications device for the PUD and customers and interested parties. As part of the ongoing effort to keep customers informed of PUD activities, the **PUD's 2020 Proposed Budget is posted on our website at www.ThurstonPUD.org as of August 30th**. This budget document is the result of deliberate planning and projections by the PUD Finance and Accounting team.

Community input is crucial to the budget process and the eventual adoption of the annual budget. We invite you to review the proposed budget document posted on our website. We've also created multiple opportunities for you to address the Board and/or staff on items in the proposed budget by hosting meetings not only in Thurston County, but in Lewis and Pierce counties as well. Individuals may speak during the public comment period at all hearings and meetings listed below.

We look forward to seeing you. If you're unable to attend, written testimony will be accepted. The deadline for written testimony submissions is Friday, September 20, 2019. Written testimony can be mailed in, dropped off at our offices, email or faxed. You should also receive a postcard in the mail reminding you of the dates.

Here's our contact information: Thurston PUD, 1230 Ruddell Road SE, Lacey, Washington 98503. Call us at (360) 357-8783, send any fax to (360) 357-1172, or visit our website at www.ThurstonPUD.org.

Save the Date!

Thurston County Tuesday, September 10, 2019 Lacey Community Center 6729 Pacific Ave SE Lacey, WA 98503 7:00 p.m.	Thurston County Monday, September 23, 2019 Lacey Community Center 6729 Pacific Ave SE Lacey, WA 98503 7:00 p.m.
Pierce County Wednesday, September 11, 2019 Bethel Learning Center 21818 38th Ave E Spanaway, WA 98387 7:00 p.m.	Lewis County Wednesday, September 18, 2019 Veterans Memorial Museum 100 SW Veterans Way Chehalis, WA 98532 7:00 p.m.

Employee Spotlight: Cathy Easton, Customer Service Supervisor

Cathy Easton has been with the PUD since 2006. She enjoys reading, walking, and crafts. As the supervisor for the Customer Service Representative (CSR) Section, Cathy oversees other employees within her section; she is also the lead for utility service billing, bill adjustments, and other various duties. She enjoys working for the PUD, but she particularly enjoys the ‘family-like’ atmosphere here.

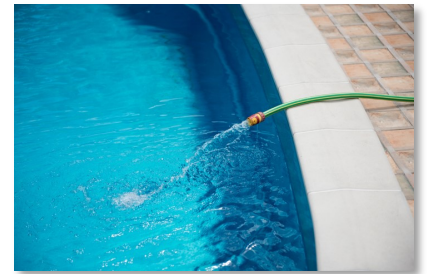
One piece of advice Cathy would like to give: please contact our office to make changes to your account. Tenant moving out? Give us a call. Are you moving? Send us an e-mail. Changed your telephone number or e-mail address? Write us a note. We appreciate the opportunity to hear from you!



Filling a pool?

As temperatures rise, swimming can be a fun way to cool off. If you have a pool that you’d like to fill, please keep a few things in mind:

- ♦ For your water system, peak demand times may vary, but usually customers are using the most water in the morning (when getting ready for work) and in the evening (when returning from work).
- ♦ It may take several hours (approximately nine hours) to fill a 5,000-gallon pool with a ½-inch garden hose.
- ♦ Filling a 5,000-gallon pool will add approximately 668 cubic feet (cf) to your monthly consumption total which will in turn increase your consumption charge for the month.



Based on the information above, we suggest filling your pool in increments over a few days **during off-peak demand times**. This will help prevent possible outages if your water system’s well cannot keep up with demand; this could also help prevent certain water quality issues caused by an overworked water system.

Our Mission, Vision and Values

Our Mission

The mission of Thurston PUD is to provide safe, reliable, affordable, and sustainable utility services to the customers we serve.

Our Vision

Be leaders, educators, and champions of public utility service quality, water, safety and resource conservation.

Our Values

To accomplish the goals of our mission and vision, the District will:

- Focus on the customer
- Provide an ethical and quality work environment for our employees to reinforce their value to the District
- Proactively promote continuous quality and continuous improvement
- Protect and enhance the District’s resources
- Assist, where possible, in the District with water resource management

Have an issue with your water?

Our field technicians visit your water system as often as they possibly can. However, there may be an issue that occurs during a time when a technician isn't in your neighborhood. If you experience any issue with your water service, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783. We have technicians on-call 24 hours a day. We are committed to providing our customers with safe and reliable utility services, so your questions and concerns are very important to us. We appreciate the opportunity to serve you.



The Budget Process Defined (continued from page 1)

(continued from page 1)

The Capital Budget is prepared by the field & planning staff based on replacement needs reflected in the Asset Management Plan (AMP). Each water system has an AMP specific to their major components (well, pump, tanks, reservoir, source meter, etc.), the actual or estimated initial cost, life expectancy, and estimated replacement cost. Management analyzes the AMP to decide which components must be replaced. Next, management must determine how the materials, supplies, and labor will be paid. Some of the common funding sources are capital surcharges, grants, and loans.

In August, once the budget is finalized by the management team, it is formally proposed and provided to the Board of Commissioners in a public meeting for their review, analysis, and approval. The presentation to the Board of Commissioners include the individual budgets, a budget document including a summarization of the District's goals, prior year expense comparisons, capital surcharge collections, projects completed based on the AMP, rate adjustment schedules, and customer rate impact scenarios.

Washington State law (Title 54 RCW) requires public utility districts to hold one public hearing on or before the first Monday in October to hear public comments on the proposed budget for the following year (RCW 54.16.080). Following the public meeting the District can adopt the budget by resolution. For the 2020 Proposed Budget, the District will hold two public hearings and two public meetings (for dates, times and locations see page 2 of this newsletter). The District takes this as an opportunity to be transparent and inform our customers on rate adjustments and how the revenue is being spent. We encourage you to come and meet with staff to learn more about the 2020 budget and upcoming projects based on your water system's AMP. We welcome any feedback you may have as we continue to serve you. Please visit our website to view the Proposed 2020 Budget.

Keep an Eye On Your Bill

Don't let your summer bill surprise you! During the warmer months, water use increases. Your bill reflects the cost for the water used, which means, the more water you use, the higher the rate. Please visit www.ThurstonPUD.org and click on **Rates** to better understand what our rate tiers look like and how they affect your increased water usage.