



Thurston PUD Newsletter

We are committed to providing safe, reliable, affordable, and sustainable water services to our customers.

February 2025

Leadership Message

How Winter Storms Affect PUD Water Systems

By Jim Campbell, Director of Field Operations

Winter storms are common here in western Washington. Not only do we experience severe winter windstorms, we can also experience widespread snowstorms and extreme flooding. How do these events affect the PUD's water systems?

Each fall, our Field Operations staff spend time at each of the PUD's 271 water systems to prepare for winter weather. For our crew, winterization tasks include installing a heat source in pumphouses to prevent frozen pipes, inspecting buildings for damage or other issues, and ensuring that water system infrastructure is operating as expected.



Jim Campbell,
Director of Field
Operations



Five inches of flooding inside a pumphouse after a winter storm brought heavy rain.

Oftentimes, winter storms can cause electrical outages that in turn cause water outages for water systems without a generator. Flooding is another major effect of winter storms as storms can cause rivers to overflow. Major flooding can cause damage to infrastructure. Wind storms pose a risk of large tree limbs or full trees falling down onto pumphouses causing infrastructure damage as well. Strong winds can also create damage by ripping off pumphouse shingles. Winter storms can also be a hazard for our field staff to travel in. Icy and snowy roads cause increased response times, and freezing temperatures can cause damage to plumbing, pumphouses, and other water system components.

So what can customers do to become better prepared for winter storms? Become familiar with your home's plumbing layout. Water shut-off valves (separate from the shut-off valve at a customer's water meter) are usually located in garages or within three feet of a customer's home. If you don't have a water shut-off valve, we encourage you to speak with a plumbing professional to discuss the benefits of having a shut-off valve installed. These valves are useful if any plumbing repairs are necessary or if an emergency occurs to prevent costly property damage.

If you experience a water service emergency, contact us at (360) 357-8783 or toll-free at (866) 357-8783. Calls received outside of normal business hours (8:00 a.m. to 4:30 p.m., Monday through Friday) are routed to our answering service and on-call staff.

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

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Upcoming Office Closure

**Presidents' Day
Monday, February 17,
2025**



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Reminder About Your January Water Bill—2025 Rates, Fees, Charges, and Surcharges

On October 1, 2024, the PUD Board of Commissioners adopted the 2025 Budgets and Rates, Fees, Charges, and Surcharges. These rates went into effect on January 1, 2025.

Our staff reads your water meters monthly during the first three weeks of each month, which means that this month's bill will include usage from December 2024 and January 2025. Our system prorates your consumption totals so that a portion of the consumption amount is charged at last year's rates and a portion will be charged at this year's rates. Due to the proration, you may see two consumption charges on your billing statement this month to reflect the two rates.

CURRENT CHARGES

TANGLEWILDE BASE-3/4"RESIDENTIAL	47.27
TANGLEWILDE CONSUMPTION-RESIDENT	3.92
TANGLEWILDE CONSUMPTION-RESIDENT	3.38
CAPITAL SURCHARGE	15.00

Example of a bill statement reflecting two consumption charges due to the rate change.

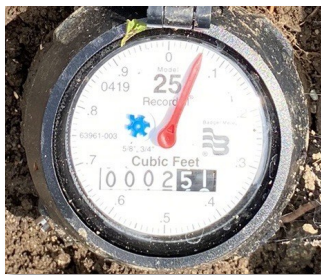
Our billing system is programmed to show two separate, prorated consumption charges to provide transparency on the two different water rates (2024 versus 2025). This also ensures that you are not overcharged for 2024 consumption at 2025 rates.

The Adopted 2025 Rates, Fees, Charges, and Surcharges can be found online at www.thurstonpud.org/our-rates.htm. If you have any questions about your billing statement, please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or via email at PUDCustomerService@thurstonpud.org.

Water Meter Projects

Water meters are listed on the PUD's Asset Management Plan (AMP) so that we can predict when and how much it will cost to replace these important devices in the future. The capital surcharge, charged to all PUD customers, is used to fund replacements listed on the PUD's AMP.

Usually, water meters can last 20 years and are replaced at the end of their useful life cycle. As part of our commitment to ongoing water system improvements, the PUD's Field Operations Team has a few water meter projects in progress.



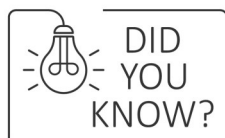
A meter installed at a residential property.

In the last couple of months water meters were replaced at the Ridgewood 609 and Tolmie Estates 239 water systems in Thurston County.

New water meter installations are planned for the following water systems later this year: Talcott Ridge 695, Prairie Ridge 605, and Country Club 679.

Replacing water meters ensures meter reading accuracy, reducing the chance of errors on your water bill. Meters and usage readings are also an important means to track Water Use Efficiency (WUE). Our crew is continually evaluating individual water meters for replacement, not only the ones listed above.

If you have any questions about your account or your water service, please contact our office at (360) 357-8783, toll-free at (866) 357-8783, or via email at PUDCustomerService@thurstonpud.org.



Thurston PUD offers several different options to pay your bill. Payments can be made over the phone with a Customer Service Representative, using our automated phone payment system, or online at www.ThurstonPUD.org. All payments are fee-free!

Not So Fast - Winter Is Not Quite Done

In the past few years, western Washington has experienced some of the most challenging weather in February, ranging from unexpected snow events to extreme windstorms. To help you better prepare for these winter storms and possible unexpected outages, we created a short list of suggestions just for you:

- **Prepare accordingly prior to a storm that has been forecasted.** If you hear of an upcoming storm, be sure to fill your car's gas tank and stock up on essential food and medications to avoid shortages during or immediately following a storm.
- **Keep your contact information updated.** We use an automated calling system to inform customers of planned maintenance and emergencies. Please keep your contact information with our office current so that our staff has a way to reach you.
- **Keep drinking water on hand.** In the event of an outage or emergency, keep bottled water handy or fill buckets to ensure that you have enough water to drink and cook.
- **Store water for other purposes.** Fill buckets or fill your bathtub with water to use for washing and flushing toilets.
- **Keep an emergency kit on hand and well-stocked.** After an emergency, you may need to survive on your own for several days, so an emergency kit with food, water, and other supplies is crucial.

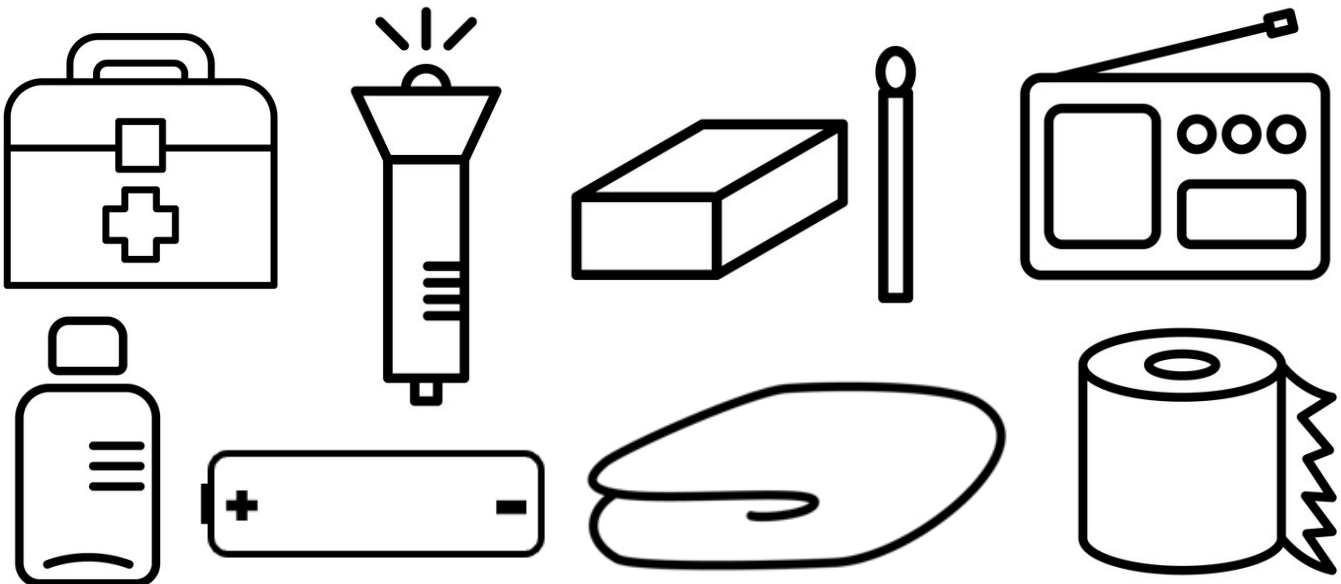


In order to prepare for windstorms or any natural disasters or emergencies, a list of recommended items provided by www.Ready.gov is shown below.

- | | |
|-----------------|---------------------------------|
| → Water | → Batteries |
| → Food | → Whistle |
| → Radio | → Mask |
| → Flashlight | → Manual can opener |
| → First aid kit | → Backup battery for cell phone |

For a printable checklist of essential items, visit www.ready.gov/kit.

Childrens Activity—Color in the basic disaster supplies, these supplies are essential for your emergency kit!



2023 Audit Report Results

Annually the Washington State Auditor’s Office (SAO) conducts a Financial Statement audit for the PUD, and an Accountability audit is performed every other year. In December, the SAO completed their annual audit of the PUD’s 2023 financial statements. **The SAO did not report any significant deficiencies or material weakness in our financial reporting.**

We look forward to ensuring our financial statements are consistently presented fairly and accurately according to internal policies, Generally Accepted Accounting Principles (GAAP), as well as state and federal laws and regulations.

If you would like to review the complete Audit Report including Financial Statements and supplemental information, visit our website at <https://www.thurstonpud.org/>. Look on the right side of the Home page under “The Latest!”.

Project Help Customer Support Program

It’s a new year, which means customers who received Project Help Customer Support Program assistance in 2024 are able to apply again in 2025, as long as the three (3) eligibility requirements are met! Read more regarding the program and eligibility requirements below.

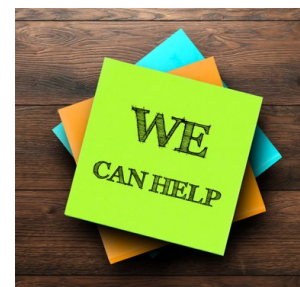
You may qualify to receive a credit towards your utility bill through our Project Help Customer Support Program.

To be eligible for assistance you must: (1) be a customer with the PUD, with an active account in your name, (2) have received a disconnect notice for your water service, and (3) provide documentation that household income is \$64,000 or less.

If you are a customer in need, we encourage you to reapply each year. Contact our Customer Service Team with any questions or concerns about the program’s requirements.

To apply, visit our website at www.thurstonpud.org to complete the Project Help application (available on our website under Links & Forms). If you’d like to request a paper copy of the application, please contact our Customer Service Team via email at PUDCustomerService@thurstonpud.org or by calling (360) 357-8783 or toll-free (866) 357-8783. For other available resources, please visit our website at <http://www.thurstonpud.org/community-resources.htm>.

If you’re interested in making a one-time or monthly donation that will be used to help pay water bills of PUD customers in need, please call us at (866) 357-8783, email PUDCustomerService@thurstonpud.org, or return the form below with any payments mailed to our office at Thurston PUD, 1230 Ruddell Road SE, Lacey, WA 98503.



I authorize Thurston PUD to bill my account \$_____.

- One-time only
- Each month

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

Name: _____ Account No.: _____

Service Address: _____

Signature: _____ Date: _____