



Thurston PUD Newsletter

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

August 2024

Leadership Message

Public Hearings on the Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges

By Julie Parker, Assistant General Manager

The District’s Management Team and Board of Commissioners worked together to develop a budget for the upcoming year that includes the District’s goals, needs, and projects. The budget serves as a guiding document for the PUD and a communications plan for our customers.

The Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges will be posted on the PUD’s website at www.thurstonpud.org by Friday, August 30, 2024. We encourage customers to review these files and submit any questions to our office.

The PUD Commissioners will hold two Public Hearings in September on the Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges. The Public Hearings will be hybrid meetings, held in-person at PUD Headquarters (1230 Ruddell Road SE, Lacey, WA 98503) and via the Zoom video conferencing platform. Members of the public are welcome to attend these meetings either in-person or virtually. Information on how to attend virtually is listed below.



Julie Parker,
Assistant General
Manager

Date	Tuesday, Sept. 10, 2024	Tuesday, Sept. 17, 2024
Webinar ID	841 4741 6477	872 8694 1303
Start Time	5:00 p.m.	
URL	www.zoom.us/join	
Phone No.	(253) 215-8782	

At these hearings, PUD staff will deliver a presentation on the budget, and members of the public will have the opportunity to provide testimony on the Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges. The Commissioners will review any comments received prior to considering approval of the Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges at a meeting on October 1, 2024.

Members of the public are welcome to join these meetings either in-person or from a personal computer or a mobile device. If you wish to attend by telephone (audio only), please use the information listed above to dial into the webinar.

(Continued on Page 4)

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

In This Issue

- ◆ **Help Our Crew Find Leaks—Page 2**
- ◆ **Hot Weather Safety for You and Your Family—Page 3**
- ◆ **Pattison Project Update—Page 4**

Public Meeting Notice

The Regular Commission meeting on September 24th, 2024, has been canceled.

A Special Meeting has been scheduled on October 1st, 2024, at 5 p.m. Information to attend will be posted on the front page of our website.

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

PUD Office Closure—Labor Day

The PUD offices will be closed on Monday, September 2, 2024, in honor of Labor Day. The PUD is closed for all major holidays, but we are always committed to our customers and staff is available 24/7 for water emergencies. If you experience a water service emergency, call us immediately at (360) 357-8783 or toll-free at (866) 357-8783 to report your location. Calls received after 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.



Help Our Crew Find Leaks



A wet spot on the road caused by a water main leak.

Summertime is here and many of us are enjoying the dry, warm weather that comes with the season. One benefit to the PUD during this time is that major leaks may be easier to identify and repair.

Repairing leaks as soon as possible is critical:

- Leaks contribute to the “wear and tear” of a water system. More “wear and tear” could lead to infrastructure failure.
- Leaks can lead to higher energy costs - the more water pumped from the ground, the more energy it takes to pump.
- Leaks are a potential pathway for bacteria and other harmful contaminants to enter a water system.

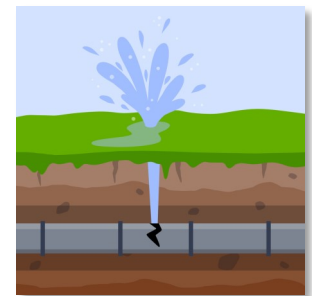
If you see something, say something! If you see a patch of wet concrete or a damp spot in the yard that can’t be explained by recent irrigation or rainfall, this could be a leak. Please report these cases to the PUD any time by contacting us at (866) 357- 8783 or PUDCustomerService@thurstonpud.org.

Why Is My Bill So High?

One of the more frequently asked questions our Customer Service Team receives is, “Why is my bill so high?” Most spikes in usage are a result of one or more of these factors: irrigation/watering of a lawn or garden, filling up a pool or hot tub, household changes (new baby, children at home when out of school during the summer, family visiting, etc.), a large pressure washing project, or a plumbing leak.

If you want to check for a leak using your water meter, please follow these steps:

1. Shut off all the water in and outside of the house.
2. Find your meter (usually on the front part of one of your property lines).
3. Look at the face of the meter, there will be a triangle or circle (a leak indicator) that turns if water is running through the meter. If this dial is turning, you have a leak. If you don’t see anything moving or you cannot locate your meter’s leak indicator, take down the reading on your meter. Wait 10 to 15 minutes and take another meter reading. If this number has changed and you are not using water in your home, you most likely have a leak on your property.



If you have determined you have a leak, you can contact a plumber or try to find and fix the leak yourself. The most common places for leaks are: toilets, plumbing under the house, or the service line between your meter and your home. Please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or by email at PUDCustomerService@thurstonpud.org to advise that you found a leak and repairs have been made or scheduled.

Please note: Homeowners are responsible for finding and fixing leaks that occur anywhere past the water meter.

Hot Weather Safety for You and Your Family

Excessive heat poses a significant risk to our health, including heat stroke and heat exhaustion. Please familiarize yourself with the difference in symptoms so you can respond quickly to help someone experiencing these ailments. You can reduce health risks by being prepared and taking necessary precautions. One of the first ways to be prepared is by monitoring your local weather and knowing the difference between a heat advisory, watch, and warning.

Heat Advisory	A Heat Advisory is typically issued within one to three days of the onset of dangerous heat and remains in effect until the danger subsides. These conditions pose a lesser, but still dangerous, risk to communities. Certainty is high that conditions will occur.
Excessive Heat Watch	An Excessive Heat Watch is typically issued two to five days ahead of possible dangerous heat conditions. Certainty regarding the development and timing of the event is lower than a warning.
Excessive Heat Warning	An Excessive Heat Warning, sometimes preceded by an Excessive Heat Watch, is typically issued within one to three days of the onset of extremely dangerous heat conditions and remains in effect until the extreme danger subsides. Certainty is high that the event will occur.

HEAT EXHAUSTION OR HEAT STROKE

Symptoms:

- Heat Exhaustion:** Dizziness, fainting; Intense thirst; Excessive sweating; Rapid weak pulse; Nausea, vomit; Pale, cold, clammy skin; Muscle cramps, fatigue.
- Heat Stroke:** Headache, confusion; Elevated body temperature; No sweating; Rapid strong pulse; Nausea, vomit; Red hot skin; May lose consciousness.

FIRST AID:

- MOVE TO A COOLER PLACE
- DRINK WATER IF ABLE
- TAKE A COLD SHOWER
- USE COLD COMPRESSES
- CALL EMERGENCY SERVICE
- TAKE IMMEDIATE ACTION TO COOL THE PERSON

WHO IS MORE AT RISK:

- OLDER ADULTS
- CHILDREN
- PEOPLE WITH DISABILITIES
- OUTDOOR WORKERS
- PEOPLE WITH CERTAIN CHRONIC ILLNESSES

During a heat wave, it's important to slow down and limit strenuous activities until the coolest part of the day. Remember to drink plenty of cold water even if you don't feel thirsty, and eat light, easy to digest foods. Wear lightweight, loose-fitting, light-colored clothing to reflect heat and minimize direct exposure to the sun. For more information on heat safety, you can visit the Washington State Department of Health's website at www.doh.wa.gov/emergencies/be-prepared-be-safe/severe-weather-and-natural-disasters/extreme-heat.

Public Hearings on the Proposed 2025 Budget and Rates, Fees, Charges, and Surcharges

If you cannot attend the Public Hearings, we encourage you to submit written testimony to our office. Please direct any written testimony as follows:

By Mail:	By Email:	By Fax:
Thurston PUD Board of Commissioners 1230 Ruddell Road SE Lacey, WA 98503	PUDCustomerService @thurstonpud.org	(360) 357-1172

Please note: the deadline for written testimony submissions is Friday, September 27, 2024.

If you have any questions or concerns, please contact our Customer Service Team at (360) 357-8783, toll-free at (866) 357-8783, or by email at PUDCustomerService@thurstonpud.org.

Employee Spotlight—Dannie Lee King



Dannie Lee King,
Accounting Assistant III

This month's featured employee is Dannie Lee King, the PUD's new Accounting Assistant. Before coming to the PUD, Dannie was a Public Benefit Specialist 3 for the State of Washington Department of Social and Health Services in the Community Services Office. She has history working in Human Resources, Accounts Payable and Accounts Receivable, and was also previously an Office Manager.

Outside of work, Dannie enjoys cooking, especially for her two teenage boys. She is a concert enthusiast and has plans to see several bands and artists this year already. She also appreciates the outdoors during daylight hours only. A fun fact about Dannie is that her paternal grandparents' last names were both King before they married.

When asked why she chose to come work for Thurston PUD, Dannie expressed this new position is a different aspect of accounting with some similarities to positions she held in the past, and would be a new adventure for her to take on and grow.

Pattison Project Update

Our February 2024 Newsletter featured an article on the Pattison water system improvements the PUD has been working on. In 2021, we received a \$3.2 million dollar Drinking Water State Revolving Fund (DWSRF) loan with 50 percent loan forgiveness for replacement and improvements to the Pattison water system, a water system in Thurston County that serves 1,700 customers.

The scope of the project funded by this DWSRF loan includes:

1. Replacement of Tri-Lakes booster pump station.
2. Replacement of the Christmas Tree well.
3. Replacement of the Christmas Tree booster pump station.
4. Replacement and upgrades to a 700,000 gallon reservoir.

At this time, we have completed the replacement of the Tri-Lakes booster pump station and the drilling of the new well, officially named the Casebolt well after the original owner of the Pattison water system. We have also started the bid process to hire a contractor for the replacement of the reservoir.



The new Casebolt well being drilled.



According to the Environmental Protection Agency (EPA), 75 percent of Washington's total water supply is from surface water and 25 percent is from groundwater. However, over 60 percent of drinking water in Washington State is supplied by groundwater. Groundwater is therefore an important resource for millions of people in Washington!