



Thurston PUD Newsletter

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

September 2024

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

The 2025 Proposed Budget, Rates, Fees, Charges, and Surcharges have been posted on our website at www.thurstonpud.org. The PUD Commissioners will hold two Public Hearings in September on the 2025 Proposed Budget, Rates, Fees, Charges, and Surcharges, and on the Proposed 2025 Ad Valorem Tax Public Hearings are scheduled on September 10th and 17th. Members of the public can review these files and submit any questions or comments to our office or testify to the Commissioners in-person, or virtually on Zoom via computer or telephone. Information on how to attend is listed below.

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 proposed budget and members of the public will have the opportunity to provide testimony on the Proposed 2025 Budget, Rates, Fees, Charges, and Surcharges.

The Public Hearings are 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 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. If you wish to attend virtually, please visit the URL listed above and enter the Webinar ID for the meeting you are attending. The direct link to these meetings will also be listed on the PUD's website on each meeting day.

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:

Thurston PUD Board of Commissioners
1230 Ruddell Road SE
Lacey, WA 98503

By Email:

PUDCustomerService@thurstonpud.org

By Fax:

(360) 357-1172

Please note: written testimony must be received by Friday, September 27, 2024.

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

Thurston PUD Commissioners

District 1

Linda Oosterman

District 2

Russell E. Olsen

District 3

Chris Stearns

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Thurston PUD offices will be closed on Monday, September 2, 2024, in observance of Labor Day.



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Lacey, Washington 98503
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Toll-Free: (866) 357-8783
Fax: (360) 357-1172
www.ThurstonPUD.org

Customer Service Reminders

Don't Let Your Summer Bill Surprise You!

When customers are billed, the consumption that is listed on the bill usually reflects water usage from the month prior up until the month for which the bill is received. For example, the bill you receive at the beginning of September (billed for August charges) will most likely reflect consumption from early-July to early-August.

METER READING

Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
123456789	3/8/2023	100	4/10/2023	200	100

For this reason, we encourage customers to pay special attention to the 'Meter Reading' portion on the right side of their statement to have a good understanding of the timeframe of their usage charges. If you have any questions about your bill, call our Customer Service Team at (360) 357-8783 or toll-free at (866) 357-8783, or send us an email at PUDCustomerService@thurstonpud.org.

Bill Pay Checks and Other Payment Options

If you use a Bill Pay option through your bank to make your water bill payment, please note that the PUD is not able to accept these payments electronically due to banking restrictions. Instead, these payments are printed on a paper check by a third-party and mailed to the PUD with your account information. These payments may take several business days to reach our office.



If you wish to make a payment that we will receive instantly, we have options available for paying your water bill, all without any added fees.

- You can pay online at www.thurstonpud.org, and click the 'Pay Bill Online' link in the upper left corner of the webpage.
 - Using this method you can make a quick one-time payment or sign up for an online account where you also have the option to enroll in Auto Pay and Paperless Billing.
- Call our office at (360) 357-8783 and select Option 1 to make a payment using our automated system 24/7.
- Call our office at (360) 357-8783 during business hours, 8:00 a.m. to 4:30 p.m., Monday through Friday, and speak with a Customer Service Representative who will take your payment over the phone.
- Complete a Direct Debit Application on our website at www.thurstonpud.org under 'Links & Forms' and email it to PUDCustomerService@thurstonpud.org to enroll in automatic withdrawals.

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

We Are Hiring! Join our Team as an Administrative Assistant!

We are now hiring an Administrative Assistant for our Planning and Compliance Team! Please review the information listed below.

- Full-time, permanent position—this position is open until filled
- \$4,696.55—\$6,000 per month (\$27.10—\$34.62 per hour) DOQ

Make a difference by helping to provide safe drinking water! We offer incredible benefits, including excellent health insurance, Washington State retirement, paid holidays, and more!



To apply, submit your resume and a letter of interest to HR@thurstonpud.org. For more information or to review the complete job description, visit our website at www.thurstonpud.org/employment.htm.