



**Thurston
Public Utility District**

MARCH
2009
NEWSLETTER

Commissioners Corner

By Paul Pickett, District 1 Commissioner



Except for those of you who just got back from a 1-year walkabout in the Australian Outback, we are all concerned about the current economic troubles, and many of you may be directly affected. I've been giving a lot of thought to how people respond to troubled times, by looking at how people survived during the Great Depression or currently in developing countries. The conclusion I've come to is that people survive hard times by sticking together.

People can help each other out in a lot of ways. Sometimes it's a major economic adjustment, such as bringing family into your home or working together to tighten the budget. Other times there are the little things, like doing a favor for friends so they know you care.

At Thurston PUD, the Commissioners have been discussing the current downturn and how we can help. There are a number of things we are doing that we hope will help:

- Monitoring payments to see if we are spotting problems stemming from economic hardship.
- Provide some flexibility into our payment programs to help customers juggle their budget and still keep their credit rating solid.
- Considering setting up a voluntary contribution account to help low-income customers with payment problems. Under this program, customers could make voluntary payments into a special "Neighbors Helping Neighbors" fund. The PUD would partner with a local service agency, which would screen applicants for need. Successful applicants could then get credits on their account from the fund.

A nice example of one of those "little things" where we all chip in to help is the recent agreement to support operation of the Artesian well in downtown Olympia. This well has long been a source of free, fresh, clean drinking water for thousands of Thurston County citizens (including myself). But recently, the well faced imminent closure due to the disbandment of Friends of the Artesian, the local support group.

With the encouragement of the State Department of Health, Thurston PUD and the City of Olympia put their heads together and came up with an interim plan to keep the well operating. Under the plan the PUD will do the water testing required by the state, and manage the artesian well as the Certified Water Systems Operator. The City will pay the laboratory costs and Diamond Parking has signed an agreement providing the PUD with an easement for well operation. By working together and finding solutions, this beloved public resource will continue to be available.

So, whether our problems are big or small, working together helps us all to get by. If you have any other ideas about how we can help each other through these hard times, please contact a Commissioner or General Manager John Weidenfeller.



WATER CONSERVATION TIPS

- Monitor your water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks.
- Adjust your lawn mower to a higher setting. A taller lawn shades roots and holds soil moisture better than if it is closely clipped.
- Remember to check your sprinkler system valves periodically for leaks and keep the sprinkler heads in good shape.
- Use a hose nozzle or turn off the water while you wash your car. You'll save up to 100 gallons every time.

Contact us at:

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NEW WEB PAYMENTS SYSTEM

On March 23, 2009, Thurston PUD installed a new online Web Payments system that replaces the system was in use. We are excited to bring this new product to our customers and encourage each of you to take advantage of this streamlined payment process. Customers will have the ability to access the new site immediately by utilizing the hyperlink from Thurston PUD 's webpage. Customers can expect the following changes:

- The initial login will require users to enter additional information in order to establish a new account.
- A user email address and password will now be the method for gaining access to your utility account information. Each customer has the opportunity to **either create a new password or continue to use the one currently established.**

A safer, more convenient process in addition to a fresh new look and feel.

The link to the new Web Payment system is:

<http://thurston.merchanttransact.com/>

If questions arise, please contact Thurston PUD by calling
(360) 357-8783.



TANGLEWILDE CUSTOMERS ONLY

Linda Gallivan - trcsecretary@comcast.net



Do you ever feel like you're left out of the loop? Well consider this an invitation into the loop, the Tanglewilde loop. My name is Linda Gallivan and I am the Tanglewilde Recreation Center's (TRC) Board Secretary. It is my mission to get all Tanglewilde residents connected via email. So far there are over 150 residents connected. I have a private email that I use for residents only. Once you are on the list you will begin to receive emails from the Thurston County Sheriff's Dept., PUD, North Thurston School District, Legislation, Woodland Creek Project updates, speed bump updates, information about our two parks and the pool, and much more. You will also receive notices before all of the TRC Board and Commissioner meetings and the minutes from those meetings. I **NEVER** forward junk mail or chain letters (no matter how bad my day is going) and I **NEVER** sell the list to any kind of solicitation agency. This is also an opportunity for you to ask questions, share ideas, and offer project suggestions. All of the emails are sent using a Blind CC: so that no other resident can see the list of email addresses and abuse the information. I am the only person who will know your email address. So send me an email today and get in the Tanglewilde loop! Please visit www.tanglewilde.org or call (360) 491-3907.

The Tanglewilde Recreation Center Board thanks the PUD for allowing us to use this space in their newsletter.

