



Public Utility District No. 1
of Thurston County

NOVEMBER 2014
NEWSLETTER



Commissioner's Corner

By Russell E. Olsen, Commissioner District 2

Report on Customer Satisfaction Survey:

In our Strategic Plan, the PUD Commissioners felt it was important to conduct a Customer Satisfaction Survey to see how our customers feel about the PUD's customer service and to help determine how we can improve customer service. All of our customers were invited to participate in the Survey. In order to encourage folks to participate, we advertised that would have a drawing to give away three (3) \$50.00 credits. The survey ended on October 15th. Thirty-six (36) customers participated and the winners of the \$50 credits to their account were Helen S. and Marilyn M. from the Tanglewilde-Thompson Place water system and Allen Z. from the Lew's 81st water system.

A summary of the results of the survey are below:

- ◆ Most of the customers who participated in the survey were from Thurston County and own their own home
- ◆ Most pay their bills through our website, www.thurstonpud.org
- ◆ All but 2 customers were satisfied with PUD's billing statement
- ◆ Most contact the PUD by phone and talk with Customer Service Representatives to resolve any issues
- ◆ Most thought our rates were reasonable
- ◆ Most were overall satisfied with our customer service
- ◆ Most customers felt that phone calls and mailings are the best method of communication
- ◆ Most are satisfied with how the PUD keeps them informed about its operations and plans

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- Continued from page 1 (Note - not all people who participated answered these questions)

Some Results of the Thurston PUD Customer Survey - October 2014

	Very Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Very Unsatisfied	Total
Provides Understandable & Timely Billing	71.88% 23	25.00% 8	3.13% 1	0.00% 0	32
Provides Helpful Information & Customer Service	75.00% 24	21.88% 7	3.13% 1	0.00% 0	32
Provides Helpful Information on Water Conservation	59.38% 19	34.38% 11	6.25% 2	0.00% 0	32
Provides Helpful Information About Rates & What Affects Them	40.63% 13	43.75% 14	15.63% 5	0.00% 0	32
Works Hard to Contain Rates Costs So Rates are Kept Low as Possible	37.50% 12	40.63% 13	21.88% 7	0.00% 0	32
Is Proactive in Trying to Reduce Leaks	53.13% 17	34.38% 11	6.25% 2	6.25% 2	32
Communicates on Necessary Water System Repairs Maintenance & Water System Infrastructure Replacement	50.00% 16	40.63% 13	3.13% 1	6.25% 2	32
Charges Water Rates that are Fair & Reasonable	31.25% 10	50.00% 16	18.75% 6	0.00% 0	32
Gives Proper Notification About Scheduled Water Outages	50.00% 15	40.00% 12	6.67% 2	3.33% 1	30
Provides Safe, Reliable Drinking Water	71.88% 23	21.88% 7	6.25% 2	0.00% 0	32
Provides Adequate Opportunity to Voice Opinions with Staff and/or Commissioners	56.25% 18	31.25% 10	9.38% 3	3.13% 1	32
Plans for Future Water Infrastructure Needs	40.63% 13	43.75% 14	9.38% 3	6.25% 2	32
Satisfied that TPUD Keeps you Informed About its Operations & Plans	40.63% 13	46.88% 15	9.38% 3	3.13% 1	32
Satisfied with TPUD Customer Service	62.50% 20	34.38% 11	0.00% 0	3.13% 1	32

Employee Spotlight: Scott Dixon

Scott Dixon was hired in March 2014 and he is a valued member of the Operations Department's Field Staff. Scott is the PUD's Field Supervisor. He brings a vast tool kit of exceptional technical knowledge, skills and abilities with his 30+ years of experience working in the drinking water industry.

Scott's experience includes serving as a Water District Manager, a City's

Utilities Supervisor and as a Water Works Certified Operator. In his off-time Scott enjoys upland bird hunting, big game hunting, archery, and spending time with his family.



Implementation of the Asset Management Plan and Standardized Rates

In 2014, a cost of service study was conducted and resulted in some changes to the way we charge rates and address water system improvements. The Board of Commissioners made a decision to no longer implement surcharges on a particular water system individually that is a current member water system of the PUD. Any need for capital surcharges will be addressed PUD-wide. Another policy the Board confirmed was that any new water systems that become part of the PUD will not be subsidized by the PUD's current ratepayers. Systems joining the PUD that are deficient will be charged capital surcharges to pay for any necessary improvements until those deficiencies are resolved.

After reviewing rates and charges the following changes below were implemented. The 2015 rates and charges are on the last page of this newsletter.

1. One rate for Thurston County was established. The higher cost of approximately \$1.50 per month for Tanglewilde-Thompson Place customers, which was implemented in 2007-2008, was eliminated.
2. Surcharges for the customers on the Pederson Place, Cornerstone Estates, Crescent Park, and Terry Lane water systems were eliminated.
3. The general facility charge for the Tanglewilde-Thompson Place water system was lowered from \$4,700 for a typical residential customer (an equivalent residential unit (ERU)) to \$3,000.
4. A revenue rate increase of 2.61% was approved for 2015. This will result in an increase of approximately 4% on an average residential customer, or an estimated \$2.14 per month for an average customer.

We would like to thank those of you who attended our public meetings this summer and fall and those who testified at the public meetings. After two years of hard work, the PUD has implemented an asset management plan and funding mechanism to replace the infrastructure on your water system when it wears out. The infrastructure of each system is unique to each water system of the PUD's 159 water systems but generally, infrastructure refers to the wells, pumps, water mains, pump houses, booster pumps, service lines, water meters, reservoirs, treatment systems, electrical systems, and other associated equipment. Beginning in January 2015, a one dollar (\$1.00) surcharge per residential customer ERU, per month, will be collected as a capital surcharge and will be placed in a capital account that will be used only for capital improvements. The projected capital surcharges for next few years are listed below:

<u>Year</u>	<u>Capital Surcharge</u>
2016	\$2.90
2017	\$4.80
2018	\$6.70
2019	\$8.60
2020	\$10.50

We appreciate the opportunity to serve you. The PUD will continue to seek grants and low interest loans to pay for infrastructure replacements in the future. Don't hesitate to contact us if you have questions.

Revised Rates
Effective 1/1/15

After Public Hearings held on September 9, 2014 and September 23, 2014, the Thurston PUD Commissioners voted to increase rates. The new rates become effective on January 1, 2015. A summary of those rates appears below:

<i>Base Rate per meter size</i>	Inside Thurston	Outside Thurston		Inside Thurston	Tanglewilde Parks & Rec	Outside Thurston
3/4"	\$ 25.74	\$ 29.74		\$ 29.60		\$ 33.60
1"	\$ 61.89	\$ 65.89		\$ 71.16		\$ 75.16
1 1/2"	-	-		\$142.32	\$47.44	\$146.32
2"	-	-		\$227.70		\$231.70
3"	-	-		\$426.95		\$430.95
Flat rate	\$ 68.26	\$ 72.63		-		-
<i>Consumption charges</i>						
Residential						
0-500	\$ 2.30	\$ 2.30		-		-
501-1500	\$ 3.53	\$ 3.53		-		-
1501-3000	\$ 4.87	\$ 4.87		-		-
3001+	\$ 5.56	\$ 5.56		-		-
Commercial						
Nov-Jun	-	-		\$ 3.53	\$1.16	\$ 3.53
Jul-Oct	-	-		\$ 5.56	\$1.83	\$ 5.56
Irrigation	-	-		\$ 5.56		\$ 5.56

CAPITAL IMPROVEMENT SURCHARGES

PUD 2015 Capital Surcharge \$1.00/month per ERU
 Marvin Rd EME \$10.10/month
 Marvin Rd DWSRF \$15.35/month
 Webster Hill DWSRF \$14.94/month

ANCILLARY CHARGES

Ready to Serve Charge \$18.57
 New Account Service Charge \$35.00 plus \$5.00 per non-related tenant
 Late Fee \$5.00
 Return check charge \$30.00
 Reconnect fee \$45.00
 After hours
 In County \$120.00
 Out of County \$165.00
 Holiday/wkend \$210.00
 Meter tampering charge \$200.00

