



Public Utility District No. 1
of Thurston County

Commissioners
Linda Oosterman – District 1
Russell E. Olsen – District 2
Chris Stearns – District 3

May 21, 2014

Dear Marvin Road Water System Customers,

This is a joint letter from the Marvin Road Water Company and Thurston County Public Utility District (Thurston PUD or PUD). After many years serving you the Swift Family has made a decision to transfer ownership of the Marvin Road Water Company to Thurston PUD effective the end of May 2014. The PUD is looking forward to serving you and will do our best to make this transition as easy as possible. If you have questions, don't hesitate to call us, or report any issues to our office or to the call center at (360) 357-8783. There is someone on-call 24 hours a day seven days a week. Information about the PUD and the transition is below.

First Bill / Payment

In the beginning of June, you will receive your last billing from Marvin Road Water Company. That bill can be paid by three methods: mail, by placing it in the drop box outside our office, or in the office. Mailed or drop box payments should be paid with a check or money order to Thurston PUD by mail with the enclosed return envelope or it can be paid pay by check, money order, or cash at our office.

Monthly Bills and Payment

In June, when the bills are sent out, you will be placed into our regular monthly utility billing cycle. Thurston PUD reads meters monthly and bills all customers at the end of each month; bills are due on the 15th. As a PUD customer you will, beginning in July, have the ability to pay via the methods below.

- Check or money order via regular mail using the bill stub and return envelope.
- Cash, check or money order at the office of Thurston PUD.
- After hours drop box at the office of Thurston PUD (checks or money orders only).
- Automatic direct debit on the 15th of each month (requires pre-registration).
- VISA, MasterCard and electronic check payment via a secure website.
- Payment by phone using VISA, MasterCard and electronic check.

Information Needed with the Bill In July

We will enclose a customer information form and cross connection control questionnaire with your first statement at the end of June. We would appreciate it if you would complete the form and the questionnaire and return them with your bill. Your answers on the questionnaire helps the PUD keep your water system safe from potential contaminants.

Billing Cycle / Late Payments

One big change you will see is the monthly billing. You should see your first bill from the PUD in the beginning of July for the June billing. All accounts with outstanding balances on the 20th of each month are issued a late notice and are assessed a \$5 fee. Accounts with outstanding

balances of 45 days may be subject to disconnection. A schedule of our rates is enclosed with this letter.

Information About Your PUD

Thurston PUD is governed by a board of three elected Thurston County PUD Commissioners. The PUD has a highly qualified staff of 12 full-time employees who see to the day-to-day operations of the utility. Office hours are from 8:00 a.m. to 4:30 p.m., Monday through Friday. **Beginning May 30th**, please contact Thurston PUD with any emergency calls or questions or concerns you may have regarding your water system.

Public Meetings

PUD Board of Commissioner meetings are open public meetings that are regularly scheduled on the 2nd and 4th Tuesdays of each month at 5:00 p.m. The meetings are held at the PUD Office, 921 Lakeridge Way SW, Suite 301, in Olympia and you are always welcome at the meetings. Information about the Commission and the PUD are listed on our web site, thurstonpud.org.

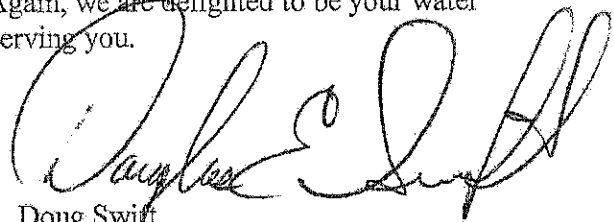
Communication from the PUD

The PUD uses an automated voice messaging phone system to keep our customers updated on what's going on with your water system particularly regarding repairs and emergencies. Please complete the customer information form and provide your current phone number, a cell number and email address so that we can contact you to provide additional information in the event of a water emergency.

Please contact us at (360) 357-8783, stop by the office or visit our website, www.thurstonpud.org if you have any questions. Again, we are delighted to be your water service provider and look forward to meeting and serving you.

Sincerely,

John Weidenfeller
General Manager
Thurston PUD



Doug Swift
Owner's Representative
Marvin Road Water Company