

As required by the Washington Utilities and Transportation Commission, each year we must notify or remind all of our customers of our policies and rules under which we operate. This is in accordance with WAC 480-110.

Washington Water Service Company agrees to furnish water, without guarantee of non-interruption, to the property owner upon receipt of full payment of the required hookup fee and a signed Service Application. Washington Water will make a diligent effort to render uninterrupted service and supply of water and in cases where shut-off is necessary for repairs, reconstruction, damage prevention or similar cause, will endeavor if possible to give advance notice to its customers of such expected outages.

Washington Water will not, however, take responsibility for any damage that may result from cessation of service such as above outlined, nor for failure to give notice of shut-off where circumstances are such that it is impossible to give notice as above stated.

Check valves have been installed on most meters in the different service areas. This helps prevent water from running back from your house into the water system, which could cause cross connection contamination in some cases. It is important that your hot water tank's thermostat is set properly, for it creates thermo expansion and higher pressure in your house. It is also important that your hot water tank's relief valve works properly and is plumbed outside your house. In some areas pressure may be excessive for your particular household use. It is the customer's obligation to install and maintain a pressure reducing valve.

Service connection to the main shall be made only by authorized company personnel. Said connection shall be made at the property corner nearest to the mainline. It shall be the **Customers Responsibility** to extend their service line from the connection to the building without disturbing Company installation. Said installation shall be available to Washington Water representatives at all times.

Washington Water shall have access to the premises of the customer at reasonable hours for the purpose of meter reading, inspection, connection or meter setting, disconnection, repair or removal of Company property installed thereon.

Each complaint or dispute received by Washington Water shall be investigated promptly and the results reported to you. When circumstances indicate the need for corrective action, such action will be taken as soon as possible. If you are dissatisfied with the decision, you have the right to have the problem acted upon by a supervisor. If you are still dissatisfied, you may contact the Washington Utilities and Transportation Commission for further review. They can be reached at: 1-800-562-6150.

Our monthly, billing rates are approved by the Washington Utilities and Transportation Commission. As of February 1, 2015, the base rates are as follows based on your meter size:

Metered Base Rates

¾" Service	\$ 21.75 (0 c.f.)
1" Service	\$ 36.25 (0 c.f.)
1 ½" Service	\$ 72.50 (0 c.f.)
2" Service	\$116.00 (0 c.f.)
3" Service	\$217.50 (0 c.f.)

Metered consumption for ¾" service is billed in addition to the metered base rate as follows:

0 – 600 c.f.	at \$3.45 per 100 c.f.
601 – 1600 c.f.	at \$4.45 per 100 c.f.
1601 and over	at \$5.50 per 100 c.f.

If your meter is larger than a ¾" meter, please visit our web site to view our tariff and your applicable billing rates.

Flat Rate:

If you do not have a meter installed on your service line you are subject to flat rate billing. Our flat rate is

currently \$55.28 per month. Washington Water plans to have all services metered by the year January 2017.

Ready to Serve:

When a customer has paid for their meter, but is not ready for water service, they will be billed a Ready to Serve flat rate of \$21.75 per month until their meter is installed.

Additional Service Fees:

Account Set up Charge	\$15.00
Account Set up Charge with read	\$22.50
Non-sufficient Funds Check	\$15.00
Disconnection Visit Fee	\$15.00
Reconnect Fee M – F (8 AM to 4 PM)	\$25.00
Reconnection (all other hours)	\$70.00
Credit Card Processing Fee (on phone)	\$ 1.25

Bills are mailed out each month and are due upon receipt. A 15 day grace period to make payment is given. If your bill is not paid within 15 days, a payment reminder notice is mailed on the ninth (9) day to remind you that you have an outstanding balance. Seven (7) business days after the payment reminder notice is sent we send out a disconnect letter that advises you when your service will be disconnected. The notice allows for 4 additional business days to pay your account prior to the service being disconnected. If you plan to be away on vacation when the bill is due, you may wish to prepay an estimated bill for the time you will be away. If you receive a disconnect notice it should be acted on immediately to prevent disconnection. If you made your payment you should call our office to confirm that we have posted the payment to your account to avoid disruption of service.

If you are unable to pay your account in full before the disconnect date it is your responsibility to make suitable arrangements for payment during normal business hours. We do offer payment extension options 4 times per year that may be helpful for your situation.

If your service is disconnected for nonpayment, all past due charges owing plus a reconnection fee of \$25.00 during business hours (8 AM to 4 PM) during weekdays, or \$70.00 after business hours (4 PM to 8 AM) and on weekends must be paid in full before the service is restored.

Payment Options:

Washington Water offers a variety of payment options including the ability to pay with your Visa, MasterCard, Discover Card or debit card. Payments can be made in person, by telephone, by mail or by using our on-line billing portal. We can even set up automatic payments from your checking or savings account.

Auto-Pay: We offer two different types of automatic payments for our customers. We can draft your payment from your checking or savings account using our auto-pay option or you can use our Billing Portal to set up recurring payments using your debit or credit card. Forms are available on our web site for downloading and in our offices if you do not have computer access.

On-Line Payments: We are pleased to offer an on-line payment option to our customers at no charge. Simply go to our web site and register on our Billing Portal. Once you have registered you will have the convenience to set up payments one time or recurring, see payment details and view and print your statements. This service is available 24/7.

Payments over the phone: Please note that all credit and debit card payments taken over the telephone will incur a \$1.25 processing charge that will be billed to you on your next month's statement. Payments that are automatically drafted from your card or banking accounts will not be billed a processing fee.

If you have any questions, please feel free to call our Customer Service Department or contact your local district. Our approved tariff which outlines our rules and regulations can be viewed on our web site at www.wawater.com or a copy can be obtained by con-

tacting the Utilities and Transportation Commission in Olympia. The tariff is also available in our office for review during normal business hours.

Our office locations and normal business hours are listed below if you have after hours emergency please call our Customer Service Department for assistance:

Customer Service Department
1-877-408-4060

Office Hours:
8 AM to 4:30 PM Monday thru Friday
Excluding Holidays

Mailing Address:
P.O. Box 336, Gig Harbor, WA 98335

Regional Office Locations:
Gig Harbor
14519 Peacock Hill Ave. NW
Gig Harbor, WA 98332

Olympia Office
6800 Meridian Road SE
Olympia, WA 98513

Orcas Island Office
107 Firehouse Lane
Eastsound, WA 98245

Phone Numbers: (24 Hours a Day)
Toll Free: 1-877-408-4060
Gig Harbor Office: (253) 851-4060
Olympia Office: (360) 491-3760
Orcas Island Office: (360) 376-2700
Web Address: www.wawater.com

WASHINGTON WATER SERVICE



BILLING RATES, RULES AND REGULATIONS INFORMATION