

As required by the Washington Utilities and Transportation Commission in Olympia, 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 Utilities and Transportation Commission. As of February 1, 2012, the base rates are as follows based on your meter size:

Metered Base Rates:

¾" Service	\$ 19.15 (0 c.f.)
1" Service	\$ 31.92 (0 c.f.)
1 ½" Service	\$ 63.83 (0 c.f.)
2" Service	\$102.13 (0 c.f.)
3" Service	\$191.50 (0 c.f.)

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

0 - 600 c.f.	at \$2.95 per 100 c.f.
601 – 1600 c.f.	at \$3.60 per 100 c.f.
1601 and over	at \$4.40 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 \$48.15 per month. WWSC 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 \$19.15 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 and payable within 15 days of issuance. If your account is not paid within 30 days, a disconnection notice will be mailed. If you plan to be away on vacation, 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.

Before disconnection of service, Washington Water shall hand deliver a notice to the primary door of the residence to advise the customer of the pending disconnection.

If your service is disconnected for nonpayment, all 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.

Auto-Pay is here: We currently 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 fill out a Visa\Master Card\Discovery Card form and we will automatically draft your payments from your credit\debit card each month. Forms are available on our web site for downloading and in our offices if you do not have computer access.

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 months 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 contacting 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 COMPANY



BILLING RATES, RULES AND

REGULATIONS

INFORMATION