



## APPLICATION FOR NEW RESIDENTIAL WATER SERVICE

***The application must be completed, signed and returned to our office with payment.***

1. Only one single-family dwelling may use a water service. Any out-building, trailer or mobile unit housing a separate family shall be considered a single family dwelling and will be required to have its own service established.
2. Rainier View Water Co. reserves the right to control or regulate irrigation or uses of water that affects the quality, quantity or pressure of the water system.
3. Rainier View Water Co. is not responsible for service lines beyond the meter. It will be the responsibility of the customer to install and maintain any required pressure relief and/or pressure-reducing valve.
4. Applicant is responsible for verification of address. If address is changed without notification to Rainier View Water Co, service may be terminated without notice and/or additional charges will apply.
5. Applicant is responsible for expenses incurred at this service through notification date to transfer.
6. Monthly billing begins upon completion of meter installation.
7. Installation of new service connections will be a minimum of 10 working days but within 30 days from application acceptance and payment processing by Rainier View Water; road crossings or hot taps may take longer.
8. If Rainier View Water Company is called for a subsequent visit to repair/replace damaged/tampered services (meter, meter box, meter setter, lock, etc) applicant will be responsible for all expenses based on time and materials.
9. Service Line Recommendations: 1" class 200 poly pipe IPS. If materials are different from recommendations, office must be informed before installation.
10. Water line must be run to the meter box or to the point designated by the Rainier View Water Company representative.
11. The completed Water Usage Questionnaire must be returned with application for service. Incomplete forms will be sent back to applicant and the process will be delayed until completed forms are returned to Rainier View Water.
12. If you have any further questions regarding meter installation and/or requirements please contact operations at (253) 537-6634.



## APPLICATION FOR NEW RESIDENTIAL WATER SERVICE

1. Name of Applicant: \_\_\_\_\_

2. Status of Applicant: Owner  Builder  3. Requested Install Date: \_\_\_\_\_

4. Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Parcel # : \_\_\_\_\_ (10 digits if Pierce County)

Plat Name : \_\_\_\_\_ Lot #: \_\_\_\_\_ Phase: \_\_\_\_\_  
(or development name) (optional)

5. Billing Address: \_\_\_\_\_  
(If different)

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

6. Phone #: Home (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_ Work/Cell (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

7. Social Security #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ or Driver/Contractor Lic. # \_\_\_\_\_

8. E-mail (optional): \_\_\_\_\_ Fax # (optional): \_\_\_\_\_

9. At customer's request, water may be turned off upon meter installation. Note: Monthly billing commences upon meter installation. Please check:

Turn water off at the meter upon installation  Leave water on upon installation  
(A \$10 dispatch fee will be charged if Rainier View Water is requested to turn water on again.)

10. Please check if you would like a letter for:  Water Availability (For septic permit)  Fireflow (For building permit)

11. Complete if Fire Suppression Service Connection also required: Pierce Co. Permit #:

**Customer agrees that the above information is true to the best of their knowledge.** Service obtained by fraud runs the risk of termination without notice.

\_\_\_\_\_  
**Applicant** **Date** **Co-Applicant** **Date**

**FOR OFFICE USE ONLY:**

Date fee paid: \_\_\_\_\_ Receipt #: \_\_\_\_\_ Work Order #: \_\_\_\_\_

Water Use questionnaire: [ ] Parcel # Verified: [ ] Work Order#: \_\_\_\_\_

\_\_\_\_\_  
Rainier View Water Company Acceptance \_\_\_\_\_ Date

Account #:

# RAINIER VIEW WATER COMPANY INC.

## HOURS AND CONTACT INFORMATION

Customer Service Hours are Monday-Friday, 8:00 a.m. – 4:30 p.m.  
 P: 253-537-6634 ♦ Toll Free: 1-888-490-3741 ♦ F: 253-537-7896 ♦ Web: www.RainierViewWater.com  
 For after hours emergencies, call 253-537-6634

Welcome to Rainier View Water Company! For questions regarding billing or service, our office staff is available *Monday thru Friday, 8:00 AM - 4:30 PM*. In case of an emergency after hours, please call 253-537-6634 and press #3 when prompted.

**Please read the following information in regards to your future water bills:**

### Residential Metered Rate Service – Effective June 1, 2010

Applicable to water service for residential, domestic consumption, where a meter is installed

Rate Code	Meter Size	Base Rate	1 <sup>st</sup> Block (Cu. ft.)	1 <sup>st</sup> Usage Rate <sup>†</sup>	2 <sup>nd</sup> Block (Cu. ft.)	2 <sup>nd</sup> Usage Rate <sup>†</sup>	3 <sup>rd</sup> Block (Cu. ft.)	3 <sup>rd</sup> Usage Rate <sup>†</sup>
1105	¾-inch <sup>z</sup>	\$12.22	0-600	\$0.85	601-3,000	\$0.91	Over 3,000	\$5.00
1110	1-inch	\$15.11	0-1,500	\$0.85	1,501-7,500	\$0.91	Over 7,500	\$5.00
1115	1-1/2-inch	\$57.75	0-3,000	\$0.85	3,001-15,000	\$0.91	Over 15,000	\$5.00
1120	2-inch	\$92.40	0-4,800	\$0.85	4,801-24,000	\$0.91	Over 24,000	\$5.00
1130	3-inch	\$173.25	0-9,000	\$0.85	9,001-45,000	\$0.91	Over 45,000	\$5.00
1140	4-inch	\$288.75	0-15,000	\$0.85	15,001-75,000	\$0.91	Over 75,000	\$5.00
1160	6-inch	\$577.50	0-30,000	\$0.85	30,001-150,000	\$0.91	Over 150,000	\$5.00

<sup>†</sup> - Based on per 100 cubic feet or fraction thereof.

<sup>z</sup> - Or smaller

### Non-Residential Metered Rate Service – Effective June 1, 2010

Applicable to water service for commercial, irrigation and governmental customers, where a meter is installed

Rate Code	Meter Size	Base Rate	1 <sup>st</sup> Block (Cu. ft.)	1 <sup>st</sup> Usage Rate <sup>†</sup>	2 <sup>nd</sup> Block (Cu. ft.)	2 <sup>nd</sup> Usage Rate <sup>†</sup>	3 <sup>rd</sup> Block (Cu. ft.)	3 <sup>rd</sup> Usage Rate <sup>†</sup>
1205	¾-inch <sup>z</sup>	\$11.55	0-600	\$0.85	601-3,000	\$1.10	Over 3,000	\$1.36
1210	1-inch	\$12.13	0-1,500	\$0.85	1,501-7,500	\$1.10	Over 7,500	\$1.36
1215	1-1/2-inch	\$27.72	0-3,000	\$0.85	3,001-15,000	\$1.10	Over 15,000	\$1.36
1220	2-inch	\$36.96	0-4,800	\$0.85	4,801-24,000	\$1.10	Over 24,000	\$1.36
1230	3-inch	\$55.44	0-9,000	\$0.85	9,001-45,000	\$1.10	Over 45,000	\$1.36
1240	4-inch	\$73.92	0-15,000	\$0.85	15,001-75,000	\$1.10	Over 75,000	\$1.36
1260	6-inch	\$110.88	0-30,000	\$0.85	30,001-150,000	\$1.10	Over 150,000	\$1.36

<sup>†</sup> - Based on per 100 cubic feet or fraction thereof.

<sup>z</sup> - Or smaller

Flat Rate (Unmetered)

\$25.42

Additional Surcharge - All Customers

Treatment Surcharge \$ 1.81

\*This surcharge expires in approximately two years.

### Service Charges and Credit Policy

A service charge of \$10.00 shall be applied to each account for each check returned unpaid for any reason by the bank upon which the check is drawn.

Utility payments are due upon receipt and past due after the 16<sup>th</sup> of each month. Action to collect a delinquent account may include termination of service unless satisfactory payment or arrangements are made. The customer will be charged a field call fee for the collection of a delinquent account (this includes failure to follow through with arrangements) or returned check.

There is a reconnect fee that is due if service is terminated for any reason, except when termination is done for the convenience of the company. Restoration of service will be made only after payment of all charges applicable, including reconnect fee and tampering charges.

Please call 3 working days in advance to discontinue service.

### PAYMENTS

**You may pay your bill by mail, drop box or in person.**

**By Mail** – in the envelope provided OR  
 P.O. Box 44427, Tacoma, WA 98448

**In Person** – payments may be made at our Main Office: 5410 189<sup>th</sup> St. E., Puyallup, WA

#### **Drop Box Locations**

Main Office – Puyallup, WA  
 5410 189<sup>th</sup> St. E.

Graham, WA  
 28105 103<sup>rd</sup> Ave. Ct. E

Gig Harbor, WA  
 5006 Pt. Fosdick Dr. NW (Gig Harbor Chevron)

**If you receive a disconnect notice, you must notify the billing department that you are making a payment, or run the risk of disconnection.**

- Treatment surcharge of \$1.81 per unit billed each month
- One-time charges of \$15.00 (new account set-up fee) and \$10.00 (dispatch fee for beginning read) will be billed on the first statement
- A refundable deposit of \$60.00 is required and will be billed on the 1<sup>st</sup> statement unless satisfactory credit is established pursuant WAC 480-110-335 below.
- Statements are mailed out at the beginning of every month, with payment due upon receipt, and past due after the 16<sup>th</sup>.
- A 10-day reminder notice is then mailed to customers with unpaid balances.
- If no response after 10 days, a 24-hour disconnect notice is either mailed or left at the address of record.
- If service is disconnected for non-payment, there are additional charges that must be paid with the past due balance of account before restoring service.

**Establishing Service:**

- Service and supply of water shall be rendered only after the signing of an application by the prospective customer. As part of the application, the prospective customer must complete a cross connection survey for the application to be considered complete.
- If the account has been established under fraudulent means, service may be terminated without further notice.

**Termination of Service:**

- To discontinue service, customer is responsible for notifying the utility. Failure to do so will result in the customer being responsible to continue paying the company's tariff rate until the company becomes aware that the customer has vacated the property.

**Change of Use:**

- The customer will not increase OR change his/her demand or use of service as stated in the customer's application for service without giving due notice of such increase (additional dwelling unit, such as mother-in-law apartment, rental unit, trailer, etc.)

**Sprinkling and Irrigation:**

- Water used for sprinkling and irrigation shall be paid for at the regular prescribed tariff rates for such service. The hours for such use shall be prescribed from time to time by Rainier View Water Company, subject to protest by any customer affected and to review by the Washington Utilities and Transportation Commission.
- During peak use months (June-September), and at any such other times when demand may be high, Rainier View Water Company may prohibit or limit sprinkling and irrigation to preserve water for domestic use.

*Establishment of credit & deposit requirements per Washington Administrative Code 480-110-335*

**Establishing credit - residential**

- The applicant had prior service with the company or another water company for twelve months before the application date and:
  - Service was not disconnected for nonpayment;
  - The customer received no more than one delinquency notice; and
  - References with the other company (if applicable) can quickly and easily be checked. The company may request that the references from the previous company be in writing.
- The applicant had consecutive employment during the prior twelve months with no more than two employers and is currently employed or has a regular source of income.
- The applicant owns or has a legal interest in the premises being served
- The applicant can furnish a satisfactory guarantor who will be responsible for payment of water service bills in the event of disconnection or default by the customer, in a specified amount, not to exceed the amount of the cash deposit required.
- The applicant personally produces at the company's business office two major credit cards, or other credit references that the company can quickly and easily check that demonstrate a satisfactory payment history.

**Deposit Requirements**

- The applicant has failed to establish a satisfactory credit history as outlined in subsections above
- The applicant's service from another water company was disconnected for failure to pay amounts owing when due during the twelve months before the application date;
- The applicant has an unpaid, overdue balance owing for similar service from the water company to which application is being made or from any other water company.
- Two or more delinquency notices have been served on the applicant by any water company during the prior twelve months;
- The application is for the beginning or continuing service to a residence where a prior customer still lives and owes a past due bill to the company.

**DISPUTE RESOLUTION**

If you have a complaint or dispute with the company regarding utility service, please call 253-537-6634 or 1-888-490-3741 or write to Rainier View Water Company c/o Customer Service, P.O. Box 44427, Tacoma, WA 98448.

Any complaints or disputes received by Rainier View Water Company will be investigated promptly and the results reported to you. If corrective action is required, that action will be taken as soon as possible. If the complaint cannot be resolved through initial contact, you have the right to request the problem be acted upon by Rainier View Water Company's supervisory personnel.

If your complaint is still unresolved, you may call the Washington Utilities and Transportation Commission at 1-800-562-6150. Their e-mail address is [consumer@wuttc.gov](mailto:consumer@wuttc.gov).

Tariff information is available at our office for review during normal office hours.