

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 business hours, please call 253-537-6634 and follow the prompts.

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

Residential Metered Rate Service – Effective January 1, 2012

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

Rate Code	Meter Size	Base Rate	1 st Block (Cu. ft.)	1 st Usage Rate [†]	2 nd Block (Cu. ft.)	2 nd Usage Rate [†]	3 rd Block (Cu. ft.)	3 rd Usage Rate [†]
1105	¾-inch ²	\$13.90	0-600	\$0.95	601-3,000	\$1.00	Over 3,000	\$5.00
1110	1-inch	\$17.75	0-1,500	\$0.95	1,501-7,500	\$1.00	Over 7,500	\$5.00
1115	1-1/2-inch	\$60.00	0-3,000	\$0.95	3,001-15,000	\$1.00	Over 15,000	\$5.00
1120	2-inch	\$95.00	0-4,800	\$0.95	4,801-24,000	\$1.00	Over 24,000	\$5.00
1130	3-inch	\$175.00	0-9,000	\$0.95	9,001-45,000	\$1.00	Over 45,000	\$5.00
1140	4-inch	\$300.00	0-15,000	\$0.95	15,001-75,000	\$1.00	Over 75,000	\$5.00
1160	6-inch	\$580.00	0-30,000	\$0.95	30,001-150,000	\$1.00	Over 150,000	\$5.00

[†] - Based on per 100 cubic feet or fraction thereof.

² - Or smaller

Non-Residential Metered Rate Service – Effective January 1, 2012

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

Rate Code	Meter Size	Base Rate	1 st Block (Cu. ft.)	1 st Usage Rate [†]	2 nd Block (Cu. ft.)	2 nd Usage Rate [†]	3 rd Block (Cu. ft.)	3 rd Usage Rate [†]
1205	¾-inch ²	\$13.90	0-600	\$0.95	601-3,000	\$1.25	Over 3,000	\$1.50
1210	1-inch	\$17.75	0-1,500	\$0.95	1,501-7,500	\$1.25	Over 7,500	\$1.50
1215	1-1/2-inch	\$38.00	0-3,000	\$0.95	3,001-15,000	\$1.25	Over 15,000	\$1.50
1220	2-inch	\$48.00	0-4,800	\$0.95	4,801-24,000	\$1.25	Over 24,000	\$1.50
1230	3-inch	\$66.00	0-9,000	\$0.95	9,001-45,000	\$1.25	Over 45,000	\$1.50
1240	4-inch	\$88.00	0-15,000	\$0.95	15,001-75,000	\$1.25	Over 75,000	\$1.50
1260	6-inch	\$130.00	0-30,000	\$0.95	30,001-150,000	\$1.25	Over 150,000	\$1.50

[†] - Based on per 100 cubic feet or fraction thereof.

² - Or smaller

Flat Rate (Unmetered) \$28.68

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 16th 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 189th St. E., Puyallup, WA

Drop Box Locations

Main Office – Puyallup, WA
 5410 189th St. E.

Graham, WA
 28105 103rd 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.

- 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 1st 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 16th.
- 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

- (a) The applicant had prior service with the company or another water company for twelve months before the application date and:
 - (i) Service was not disconnected for nonpayment;
 - (ii) The customer received no more than one delinquency notice; and
 - (iii) 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.
- (b) 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.
- (c) The applicant owns or has a legal interest in the premises being served
- (d) 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.
- (e) 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

- (a) The applicant has failed to establish a satisfactory credit history as outlined in subsections above
- (b) 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;
- (c) 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.
- (d) Two or more delinquency notices have been served on the applicant by any water company during the prior twelve months;
- (e) 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@utc.gov.

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

Residential (Single Family / Duplex / Multi-Family) Water Usage Questionnaire

PLEASE RETURN THIS COMPLETED FORM TO:
Incomplete Form Will Be Returned
And May Delay Service

Rainier View Water Company Inc
P O Box 44427
Tacoma, WA 98448
Phone : 253 537-6634 Fax: 253-537-7896

Today's Date Parcel ID / Tax ID #

Name

Account Number Phone Number

Property Address:
City State Zip Code

(Complete If Different Than Above)

Property Owner

Mailing Address:
City State Zip Code

Phone Number

(1) Please Indicate If Your Residence Has Any Of The Following:

(Please Check all that apply)

Home Business YES NO Type of Business

- Auxiliary Water System (Well / Pond / Creek / Other)
Fire Sprinkler System
Solar Water Heating Systems
Utility Sink (with threaded faucet)
Hose End Sprayers
Commercial Darkroom Equipment
Dialysis Machine
Swimming Pool / Hot Tub - (Filled with a Hose)
Livestock Watering Trough - (Filled with a Hose)

(2) Is your home or building elevated more than 30 feet above your meter? YES NO

(3) Do you have a booster pump or well pump connected to your home plumbing? YES NO

(4) Do your hose bibs / threaded faucets have an AVB (Atmospheric Vacuum Breaker) installed? YES NO

(5) Do you have Backflow Protection Assemblies located on your property? YES NO

If so please provide the following

Make: Model: Serial #: Size: Inch

Location of Assembly:

Date Of Last Test Please Forward Test Form To Office

Questionnaire Must Be Complete Or It Will Be Returned

Signature/Position Of Person Completing This Form

What You Can Do To Protect Your Drinking Water From Contamination

Be involved in keeping your (and your neighbor's) drinking water safe from contamination. The most common way contaminants enter the drinking water system are through **cross-connections** in your home plumbing system. A **cross-connection** is an actual or potential link between your home plumbing, and a non-potable water source such as a sink full of dirty water or a hose-end sprayer full of poison. **Backflow** is just what it sounds like: water flowing backward in an unintended direction. **Backflow** from a **cross-connection** can occur when pressure in the water main drops below the line pressure in your home causing **backsiphonage**. This effect can suck water back through a hose or pipe from wash basins, ponds, boilers, lawn sprinklers, swimming pools, hot tubs, etc., into your home's plumbing or even back into the Public Water System. Inexpensive Hose Bib Vacuum Breakers (available at most any hardware store) installed on each of your threaded faucets could prevent you from drinking what the end of a hose has been left in. **Backpressure** can also initiate **backflow**; this could be **thermal expansion** from the hot water tank or the water in your hose being expanded by heat from the sun, or a pump on a non-potable water source accidentally connected to your home piping. Please fill out the **Water Use Questionnaire** as accurately as possible. We will use this information to evaluate whether your house will need to be isolated from the Public Water System by a backflow preventer. Any device that uses water and is connected to your home water system (plumbing) can and should be mentioned even if not included in the questionnaire.

CONDITIONS FOR PROVIDING SERVICE

Rainier View Water Company hereinafter referred to as the **Purveyor**, establishes the following service policy to protect the purveyor-owned water system from the risk of contamination. This policy applies equally to new and existing services. Based on the mandatory Water Use Questionnaire submitted with your application for service, and the Purveyor's assessed degree of hazard:

- 1) Non-Residential services and Multi-Family services will be required to install and maintain, at a minimum, a double check valve assembly (DCVA/DCDA).
- 2) Single Family services, based on the Purveyor's assessed degree of hazard, might be permitted to connect to the water system without an approved DCVA (Special Plumbing such as, but not limited to underground irrigation systems, pools, hot tubs, or watering troughs may require customer installation of an approved backflow assembly).
- 3) All services coming under Table 9, WAC 246-290-490, High Hazard Facilities (as expanded by the Purveyor), will be required to install and maintain an RPBA (reduced pressure principle backflow assembly) or approved Air Gap.
- 4) Customer's plumbing system must be maintained according to the Plumbing Code in force at the time of construction/remodeling/updating of plumbing, and must be protected from the effects of thermal expansion resulting from check valves at the meter, pressure reduction valves and water heater or boiler.
- 5) The customer agrees to install all backflow prevention assemblies requested by the Purveyor and to maintain those assemblies in a good working order. The assemblies shall be of a type, size, and make approved by DOH and acceptable to the Purveyor. The assemblies shall be installed in accordance with WAC 246-290-490.
- 6) The customer agrees to have all assemblies (e.g., RPBA's and/or DCVA's) inspected and tested upon installation, annually thereafter and/or more frequently if requested by the Purveyor, repaired or relocated.
- 7) The customer agrees to have all testing done by a DOH-certified Backflow Assembly Tester (BAT).
- 8) The customer agrees to have the RPBA or DCVA tested in accordance with DOH-approved test procedures.
- 9) The customer agrees to submit to the Purveyor the results of the test(s) on Purveyor-supplied test report forms within the time period specified by the Purveyor.
- 10) The customer agrees to bear all costs for the aforementioned installation, testing, repair, maintenance and replacement of the RPBA, RPDA, DCVA, or DCDA.
- 11) If required by the Purveyor, the customer agrees to submit to the Purveyor a cross-connection control survey of the premises conducted by a DOH-certified Cross-Connection Control Specialist (CCS).
- 12) The customer agrees to immediately notify the Purveyor and the local health jurisdiction of any backflow incident occurring within the customer's premises (i.e., entry of any contaminant/pollutant into the drinking water) and shall cooperate fully with the Purveyor to determine the reason for the backflow incident.

- 13) The customer acknowledges the right of the Purveyor to discontinue the water supply within 72 hours of giving notice to the customer or a lesser period of time if required to protect public health, if the customer fails to cooperate with the Purveyor in the application process (including Water Use Questionnaire), survey of premises, in the installation, inspection, testing, maintenance, repair, of backflow prevention assemblies or air gaps required by the Purveyor, or in the Purveyor's effort to contain a contaminant or pollutant that is detected in the customer's system.
- 14) The agrees to indemnify and hold harmless the Purveyor for all contamination of the customer's plumbing system or the Purveyor's distribution system that results from an unprotected or inadequately protected cross connection within a customer's premises. This indemnification shall pertain to all backflow conditions that may arise from the Purveyor's suspension of water supply or reduction of water pressure.
- 15) The customer agrees that, in the event legal action is required and commenced between the Purveyor and the customer to enforce the terms and conditions herin, the substantially prevailing party shall be entitled to reimbursement of all incurred costs and expenses including, but not limited to, reasonable attorney's fees as determined by the Court.
- 16) The customer agrees that the Purveyor's requirements for the installation of backflow prevention assemblies, lack of requirements for the installation of backflow prevention assemblies, or other actions by the Purveyor's personnel does not constitute an approval of the customer's plumbing system or an assurance to the customer of the absence of cross-connections therein or the safety of his plumbing.
- 17) The customer acknowledges the right of the Purveyor, in keeping with changes to Washington State regulations, industry standards, or the Purveyor's risk management policies, to impose retroactive requirements for additional cross-connection control measures.
- 18) **Customer agrees to detach and retain these Conditions of Service for future reference.**
- 19) **The Customer agrees that upon all changes in water use, alterations and additions to the plumbing, to notify the Purveyor and to comply with any additional requirements for Cross Connection Control.**