

RAINIER VIEW WATER COMPANY INC.

P.O. BOX 44427 * TACOMA WA 98448 * 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 to 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.

Rates (effective March 2005) for Rainier View Water Company

- Minimum metered water bill is \$15.80.
- Minimum water bills are for water *available and up to 500 cu ft*. Each additional 100 cu ft is 85 cents. (*100 cu ft. = 748 gallons*)
- Over 3000 cu ft is \$5.00 per 100 cu ft. This rate applies to residential customers for the May 1 bill through the October 1st bill.
- Treatment surcharge of \$3.29 per unit billed each month.
- Generator surcharge of \$.61 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 1st statement unless satisfactory credit is established pursuant WAC 480-110-335 below.
- Rainier View Water mails statements out at the beginning of every month, with payment due on 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 along with the past due balance of account before restoration will occur.

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 customer being responsible to continue paying at 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, ex: 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 Commission.
- During peak use months (June through 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.

Rainier View Water Co., Inc. ♦ P.O. Box 44427 ♦ Tacoma, WA 98448 ♦ P: (253) 537-6634 ♦ F: (253) 537-7896

GENERAL BILLING AND CUSTOMER SERVICE INFORMATION

Customer Service Hours are Monday-Friday 8:00 a.m.- 4:30 p.m.

PHONE DIRECTORY

PHONE NUMBERS 253-537-6634

TOLL FREE 1-888-490-3741

Billing/Accounting Information/ Water shut off press **3**
Repair/Water Quality/Water Outages press **4**

Engineering & New Construction press **5**

At any time during the recorded greeting you may dial the 4 digit extension of the person you are trying to reach.

For after hours emergencies call 253-537-6634

web: www.rainierviewwater.com

BILLING INFORMATION

Service Charges & 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 one working day 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 Street 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 or run the risk of disconnection.

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 Inc. 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 email address is consumer@wutc.gov.

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