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July 1, 2014

VIA HAND DELIVERY

Mr. Steven V. King, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 South Evergreen Park Drive SW  
Olympia, Washington 98504-7250

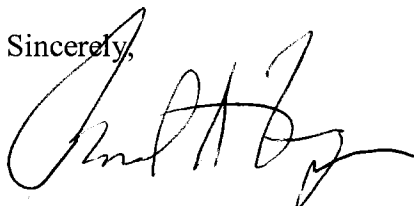
Re: UW-140616 - Rainier View Water Company, Inc.

Dear Mr. King:

Enclosed you will find a request for hearing and application for mitigation ("Request") in the above-referenced Docket. Portions of the attachment to the Request contain detailed customer information and, as a result, are designated as confidential per WAC 480-07-160. There is both a redacted (public) version of the attachment and a confidential version of the attachment. The confidential version is in a separate envelope marked confidential.

Thank you for your immediate attention to this matter.

Sincerely,



RICHARD A. FINNIGAN

RAF/ cs

cc: Client (via e-mail)

2014 JUL -1 PM 4:53

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
PENALTY ASSESSMENT UW-140616

**PLEASE NOTE:** You must complete and sign this document, and send it to the Commission within 15 days after you receive the penalty assessment. Use additional paper if needed.

I have read and understand RCW 9A.72.020 (printed below), which states that making false statements under oath is a class B felony. I am over the age of 18, am competent to testify to the matters set forth below and I have personal knowledge of those matters. I hereby make, under oath, the following statements.

2014 JUL -1 PM 4:53

1. **Payment of penalty.** I admit that the violation occurred and enclose \$ \_\_\_\_\_ in payment of the penalty.

2. **Request for a hearing.** I believe that the alleged violation did not occur for the reasons I describe below, and I request a hearing based on those reasons for a decision by an administrative law judge:

The company agrees that there was one violation. However, the bulk of the alleged violations grow out of disagreements on how to interpret the language of Commission rules and those matters deserve further review and discussion. A more detailed analysis is attached.

3. **Application for mitigation.** I admit the violation, but I believe that the penalty should be reduced for the reasons set out below:

As to the violation that the company agrees occurred, a more detailed presentation is attached.

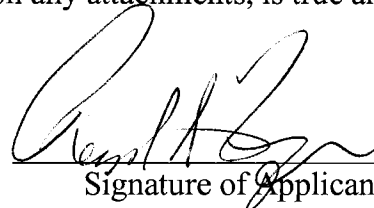
a) I ask for a hearing to present evidence on the information I provide above to an administrative law judge for a decision

OR  b) I ask for a Commission decision based solely on the information I provide above.

I declare under penalty of perjury under the laws of the State of Washington that the foregoing, including information I have presented on any attachments, is true and correct.

Dated: 07/01/2014, at Olympia, WA

Rainier View Water Company, Inc.  
Name of Respondent (company) – please print

  
Signature of Applicant

-----  
RCW 9A.72.020:

“Perjury in the first degree. (1) A person is guilty of perjury in the first degree if in any official proceeding he makes a materially false statement which he knows to be false under an oath required or authorized by law. (2) Knowledge of the materiality of the statement is not an element of this crime, and the actor’s mistaken belief that his statement was not material is not a defense to a prosecution under this section. (3) Perjury in the first degree is a class B felony.”



Response to Commission Staff Report

- Executive Summary ..... The Staff Report references increased violations against RVWC in 2012 and 2013. Overall complaints filed and Consumer Complaints upheld vs. RVWC are down more than 50% from the prior 5 years 2004-2008 and even more from the preceding years 2000-2003.
  - Source <http://www.utc.wa.gov/consumers/Pages/ComplaintsByCompany.aspx>

Company / Year	Total Complaints	Consumer Upheld	Company Upheld	Company with Arrangements	Other
RABANCO CONNECTIONS INTERNATIONAL, INC.	11	4	3	2	2
RABANCO LTD	216	99	60	39	18
RABANCO LTD & RABANCO RECYCLING INC	44	28	7	6	3
RABANCO LTD & RABANCO RECYCLING, INC.	71	29	27	11	4
Radiant Telecom, Inc.	1	0	0	1	0
Radiant Telecom, LLC	1	0	0	0	1
Rainier Cable, Inc.	2	0	1	1	0
RAINIER MOVING SYSTEMS, INC.	7	0	3	2	2
Rainier View Water Company, Inc.	157	29	109	15	4
2000	21	3	17	1	0
2001	12	5	6	0	1
2002	8	4	4	0	0
2003	12	2	9	1	0
2004	11	1	9	1	0
2005	11	2	8	1	0
2006	30	5	22	1	2
2007	11	3	5	3	0
2008	9	0	7	2	0
2009	6	0	4	2	0
2010	10	1	8	1	0
2011	5	1	4	0	0
2012	7	1	5	1	0
2013	4	1	1	1	1

- As we look at the various procedural changes suggested by UTC, my focus is on what I believe is the WAC intent, what is practical and clear for the customer to understand and company to administer, and cost efficiency to keep the water affordable for the customers.

Minor item to note: Mr. and Mrs. Richardson do not own Richardson Well Drilling.

- Deposit – Return ..... Discussion regarding when service is terminated. The examples given are customers whose service was temporarily disconnected for non-payment. Our historical interpretation of WAC 480-110-335 (9)(b) was that it pertained to services that were permanently terminating and closing their account, not active accounts that were temporarily disconnected for non-payment etc. Please note that WAC 480-110-335 (9)(a) uses the term "disconnection." This points to disconnection being something different than termination.
- The section of WAC noted by Staff only referenced section (9)(b) Termination of Service and excluded (9)(a) which I believe bears consideration also as the impact of applying the deposit to the customers outstanding bill functions as a refund to the customer for which the past due bill is paid. Note: RVWC has had for many many years a monthly process to refund deposits plus interest less any amounts due for closed accounts or apply deposits plus interest to active account when satisfactory payment, according to WAC, has been made.

***(9) When refund of deposits is required. A company must refund deposits plus accrued interest when there has been satisfactory payment, as defined in (a) of this subsection, or when service is terminated.***

***(a) "Satisfactory payment" means a customer has paid for service for twelve consecutive months in a prompt and satisfactory manner as evidenced by the following:***

***(i) The company has not started a disconnection process against the customer, and***

***(ii) The company has sent no more than two delinquency notices to the customer.***

- Investigation ..... Yes those are basically the facts and consistent with our process and interpretation of the WAC, with a few clarifications:

Unfortunately, in both of these cases a deposit did not incent timely payment and based on our interpretation of the rule, since we had started disconnection process the customer was not due a refund of the deposit and accrued interest.

- Discontinuing Service – Company initiated ..... Investigation Customer Satterwhite; the stated facts in the Staff Report are incomplete and an explanation of circumstances is needed before determining violation in respect to the 10 day issue.

- RVWC has historically worked under the guideline that returned payments for NSF was a form of fraud or illegal action. We do not take a NSF disconnection action on accounts that are not past due, but do take action when payment is made to avoid disconnection or initiate reconnection. If that is incorrect, we will change our procedure to follow standard disconnection notification guidelines. However, we would like a discussion of the rule language.
  - According to WAC 480-110-355 (1)(c) Service obtained by fraud: no notice required before termination – A water company may terminate service without notice when it discovers that a customer has obtained service fraudulently. Examples of fraud include: When service is connected without the company's knowledge, when service is obtained by fraudulent means or representations, or when service is used to provide service to other persons who are required to obtain their own service.
  - Also mentioned under 480-110-355(3) Required notice prior to disconnecting service. Each water company must notify customers before disconnecting their service except in case of danger to life or property, fraudulent use, impairment of service, or violation of law.

REDACTED

- Reconnecting Service ..... Customers who are disconnected and contact us the same day are reconnected the same day if they pay in the office or at the door before 5:00. Customers who are disconnected and do not contact us until a later date are reconnected the following business day after contact or sooner if staff available. We do not monitor payments of already disconnected accounts on a daily basis. There are no triggers when electronic payment has been received on a disconnected account. We do have other monthly processes that help us identify such situations. However, sometimes that is our indication that the home has been vacated/abandoned. We have over 600 disconnected customers at any given time for a multitude of reasons. Some are customer directed, some are company directed. We encourage our customers to contact us if they are making payment electronically and have a possibility of being disconnected. Our disconnect notices request customers contact us if electronic payment is going to be made or they run the risk of disconnection.

**URGENT MESSAGE FOR PAYMENTS VIA MAIL OR ON-LINE**

Please call our Billing Department if you have already mailed, will be mailing, or will be making an on-line payment in regards to this notice. Without prior notification to the Billing Department you run the risk of having your water service disconnected. If you need other payment arrangements please call or visit the office.

We will look for ways to receive an alert that an electronic payment has been received on a delinquent account.

- Reconnecting service – Prior obligation ..... As noted before, we interpret the WAC to apply to the prior obligation on closed accounts not active accounts. Additionally, the WAC refund (apply to customer account) deposit specifically states a deposit is not returned when disconnection process has begun nor if payment has not been satisfactory for 12 consecutive months. Technically, the process utilizing the deposit as payment option recommended by the UTC Staff will be very manual and near impossible to administer consistently, confusing for staff and customer, and may require additional staffing.

- Forms of Bills ..... Rainier View Water Company has utilized tiered usage water rates for many years. The method of presentation has historically been to present the single service WATER as a single billed charge and has been accepted method by UTC Staff until late 2013. We, again, believe our current method of presentation is appropriate under the rules and effective for customers. However we did fully investigate what we could do to comply with the recent Commission Staff interpretation of bill presentation.
  - Our utility billing software does not support the printing of calculation components of the tiered usage rate for the service water. We explored with our billing software provider the possibility of special programming to accommodate your recommendation. Unfortunately, they are not accepting special programming requests on this software version, nor do they have plans to add that capability in their next version cycle due out in a few years.
  - We are, however, able to print a “memo field” depicting the formula calculation generated by the software when the water service is billed. Please note, although it will meet the Commission Staff interpretation, Rainier View Water Company does not recommend this alternative for multiple reasons:
    - We are not able to manipulate this “memo field” as it is one field and non-dissectible.
    - Maximum field size requirements vary depending on customer individual situation and in many cases will extend a one page billing to two pages increasing cost. As costs play an important role in rate making, the cost/benefit is questionable on basic water service.
    - In a case when multiple months usage are being billed (causes ranging from snow, standing water, obstruction, etc.) the space requirement could becomes excessive.
    - For a majority of customers this is more information than they want on a regular basis. We often received customer compliments of our clear statement presentation.





- I could not have used that much water.

Are any of these complaints that need to be recorded?

- Rate Discrimination .....
  - Investigation
  
- Summary of Recommendation ..... There are issues that need clarification and consideration. A blanket acceptance of the Staff report without clarifying facts would misrepresent our general operating procedure and could lead to further misunderstanding and violations. Additionally, RVWC previously requested to meet with Consumer Protection staff to discuss discontinuance of service and deposit rules but were not granted a meeting.
  - Disagree ..... Claim of uncooperative and unresponsive on initial data request:
    - Object - We would like to note that from initial Data Request (June 19, 2013) until receipt of the Investigative Report (June 17<sup>th</sup>, 2014) took right up to 1 year. Rainier View was quite responsive to providing the data requested by July 12<sup>th</sup>, 2013, as agreed, and in answering subsequent questions and information. Rainier View's part, answering additional followup questions, was completed on October 18<sup>th</sup> 2013.
    - Object – We provided the customer account notes which serve as our log of complaints, it was just not in the form that Commission Staff prefers and included other information. UTC Staff was notified of the size and nature of the log prior to shipment. Note: the Customer Care Review Committee log referred to by UTC Staff as acceptable but not a complete years' worth of information, was developed for committee use only, as a means of ensuring consistency of decisions on exceptional circumstance complaints that fell outside of norms or escalated issues/concerns. It was not intended to be or represent an exhaustive log of all complaints and therefore was not originally offered to the UTC Staff as the customer complaint log.
  - Disagree ..... Of the \$2600 in fines:
    - Object - 2 @ \$100 on Deposit Return are related to fundamental differences in interpretation of WAC and need possible Commission Review.
    - Accept - 1 @ \$100 on 2 disconnection notices was a timing fluke due to 2 NSF returns but is accurate.
    - Void - 1 @ \$100 on within 10 days disconnect window is inaccurate was due to NSF not disconnect notice.
    - Object - 19 @ \$100 on reconnecting service after payment. In the 1<sup>st</sup> case the customer was reconnected but turned off at meter due to spinning meter (leak) and home was unoccupied. Turning off a meter when there is a leak is our responsibility as a water company. We turned on meter when customer called. In the next two cases, we reconnected as soon as was possible after contact with customer or discovery of payment.
    - Object – 2 @ \$100 on reconnecting prior obligation are related to fundamental differences in interpretation of WAC and need possible Commission Review.
    - Object – 1 @ \$100 on Form of Bills are related to fundamental differences in interpretation of WAC and need possible Commission Review.
  - Agree ..... Will change our deposit practice to collecting a deposit from customers who routinely pay their water bills late and receive more than two delinquent or disconnect notices in a 12-month period.

- Agree ..... Change Tariff to include Non-sufficient electronic credit card, debit card, or other types of on-line payment.
- Disagree as already in effect ..... must ensure their bills clearly identify and show each separate charge as a line item. We contend Water is one charge per service no matter what the calculation components. However, have prepared quote and format example for discussion with Commission Staff.
- Agree with modification ..... to keep readily available for commission review, a copy of complaints of concerns regarding service or rates for at least one year. Mutually acceptable criteria for what constitutes a complaint needs to be developed.

DATE	AMOUNT	DEBIT	CREDIT	BALANCE	DESCRIPTION		
09/01/13	61097474	06/06/13	08/05/13	51,207	52,948	100	cu. ft.
	3311134	06/06/13	08/05/13	1,119	1,178	100	174,100
	60774544	07/05/13	08/05/13	56	56	100	5,900
	3311133	07/05/13	08/05/13	3,707	3,708	100	0
<hr/>							

1260 WATER 06/06/13 08/05/13 Multiple month option activated!  
Multiple month option: 3  
Periods between reads: 2  
Base amount: 453.40  
Usage calculation:  
Level 1: 60000 @ 0.0094 = 564.00  
Level 2: 120000 @ 0.01 = 1,200.00  
Base amount total: 1,764.00

1240 WATER 06/06/13 08/05/13 Usage calculation:  
Level 1: 100 @ 0.0094 = .94

505 FIREFLOW Usage calculation:  
Level 1: 24822 @ 0.003 = 254.466

**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIERVIEWWATER.COM](http://RAINIERVIEWWATER.COM) for online statement and payment options

ACCOUNT NUMBER Service Units - 38  
Pressure Zone - SOUTHWOOD Billing Type - Arrears

Mail P.O. Box 44427 • Tacoma • WA - 98446 Physical 5413 125th St. E • Puyallup • WA - 98375 Phone: 253-537-6524 or 1-888-490-3741

Detach the return this portion with payment in envelope provided. Do not send cash.

ACCOUNT NUMBER CURRENT DUE  
PAST DUE  
TOTAL DUE

SERVICE ADDRESS

CURRENT BILL DUE DATE/DELINQUENT AFTER AMOUNT ENCLOSED \$  
09/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406





5/8	01/01/14	5686146	04/04/14	05/19/14	576	588	100	<u>cu. ft.</u> 1,200
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1105	WATER	04/04/14	05/19/14	Base amount: 13.90 Usage calculation: Level 1: 600 @ 0.0094 = 5.64 Level 2: 600 @ 0.01 = 6.00 Usage calculation total: 11.64
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**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIERVERVIEWWATER.COM](http://RAINIERVERVIEWWATER.COM) for online statement and payment options  
06/16/14

<b>ACCOUNT NUMBER</b>	<b>Service Units -</b>	1
Pressure Zone - SOUTHWOOD	<b>Billing Type</b>	Arrears

<b>ACCOUNT NUMBER</b>	<b>CURRENT DUE</b>
	<b>PAST DUE</b>
	<b>TOTAL DUE</b>

**SERVICE ADDRESS**

**CURRENT BILL DUE DATE/DELINQUENT AFTER**  
06/16/14

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**

*Note - Finalled Account  
Returned Mail / all phone #'s  
no email account*

5/8	01/01/14	2580336	05/17/13	05/01/13	866	866	100	<u>cu. ft.</u> 500
1105	WATER		05/17/13	05/01/13	Base amount: 13.90 Usage calculation: Level 1: 500 @ 0.0095 = 4.75			
2020	RECONNECT FEE				Created by service order 9052531			

**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIerviewwater.com](http://RAINIerviewwater.com) for online statement and payment options  
06/16/13

**ACCOUNT NUMBER**  
Pressure Zone - SOUTHWOOD

**Service Units -** 1  
**Billing Type** Arrears

**ACCOUNT NUMBER**

**CURRENT DUE**  
**PAST DUE**  
**TOTAL DUE**

**SERVICE ADDRESS**

**CURRENT BILL DUE DATE/DELINQUENT AFTER**  
06/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**



5/8 01/01/14 2580336 02/07/13 03/01/13 847 853 100 cu. ft.  
600

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1105 WATER 02/07/13 03/01/13 Multiple month option activated:  
Multiple month option: 3  
Periods between reads: 2  
Base amount: 13.90  
Usage calculation:  
Level 1: 600 @ 0.0095 = 5.70

**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIERVIEWWATER.COM](http://RAINIERVIEWWATER.COM) for online statement and payment options

ACCOUNT NUMBER Service Units - 1  
Pressure Zone - SOUTHWOOD Billing Type Arrears

ACCOUNT NUMBER CURRENT DUE  
PAST DUE  
TOTAL DUE

SERVICE ADDRESS

CURRENT BILL DUE DATE/DELINQUENT AFTER  
04/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**

5/8	01/01/14	92026570H	04/01/14	05/01/14	4,496	4,506	100	<u>cu. ft.</u> 1,000
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1105	WATER	04/01/14	05/01/14	Base amount: 13.90 Usage calculation: Level 1: 600 @ 0.0094 = 5.64 Level 2: 400 @ 0.01 = 4.00 Usage calculation total: 9.64
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**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

*Visit our website [RAINIERVIEWWATER.COM](http://RAINIERVIEWWATER.COM) for online statement and payment options.*

<b>ACCOUNT NUMBER</b>	<b>Service Units -</b>	<b>1</b>
Pressure Zone - SOUTHWOOD	<b>Billing Type</b>	Arrears

<b>ACCOUNT NUMBER</b>	<b>CURRENT DUE</b>
	<b>PAST DUE</b>
	<b>TOTAL DUE</b>

**SERVICE ADDRESS**

**CURRENT BILL DUE DATE/DELINQUENT AFTER**  
06/16/14

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**

DATE	METER NUMBER	PREV. DATE	PREV. RATE	PREV. READ	AMOUNT	WATER USE (cu. ft.)
09/01/13	61097474	06/06/13	08/05/13	51,207	52,948	100
	3311134	06/06/13	08/05/13	1,119	1,178	100
	60774544	07/05/13	08/05/13	56	56	100
	33111183	07/05/13	08/05/13	3,707	3,708	100

1260 WATER 06/06/13 08/05/13 Multiple month option activated:  
Multiple month option: 3  
Periods between reads: 2  
Base amount: 463.40

1240 WATER 06/06/13 08/05/13 Usage calculation:  
Level 1: 60000 @ 0.0094 = 564.00  
Level 2: 120000 @ 0.01 = 1,200.00  
Base amount: 211.70 Total: 1,764.00

505 FIREFLOW Usage calculation:  
Level 1: 84822 @ 0.003 = 254.466

**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIERVIEWWATER.COM](http://RAINIERVIEWWATER.COM) for online statement and payment options

ACCOUNT NUMBER Service Units - 38  
Pressure Zone - SOUTHWOOD Billing Type Arrears

Main P.O. Box 44-127 • Tacoma • WA • 98445 Physical 5413 189th St. E • Puyallup • WA • 98375 Phone: 253-537-6834 or 1-888-490-3741

Detach and return this portion with payment in envelope provided. Do not send cash.

ACCOUNT NUMBER CURRENT DUE  
PAST DUE  
TOTAL DUE

SERVICE ADDRESS  
5108 260TH ST E

CURRENT BILL DUE DATE/DELINQUENT AFTER AMOUNT ENCLOSED \$

09/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406



								<u>cu. ft.</u>
8	01/01/14	61097474	04/03/14	05/05/14	54,299	54,346	100	4,700
5/8		3311134	04/03/14	05/05/14	1,267	1,274	100	700
4		60774544	04/03/14	05/05/14	56	56	100	0
5/8		33111133	04/03/14	05/05/14	3,710	3,710	100	0

1260 WATER 04/03/14 05/05/14 Base amount: 463.40  
 Usage calculation:  
 Level 1: 5400 @ 0.0094 = 50.76

1240 WATER 04/03/14 05/05/14 Base amount: 231.70

505 FIREFLOW Usage calculation:  
 Level 1: 84822 @ 0.003 = 254.466

**Current Period Billing Total**

Balance as of last billing  
 Billing Adjustments  
 Payment Adjustments  
 Thank you for your payment

**Total Account Balance**

Visit our website [RAINIERVERIEWWATER.COM](http://RAINIERVERIEWWATER.COM) for online statement and payment options

ACCOUNT NUMBER Service Units - 38  
 Pressure Zone - SOUTHWOOD Billing Type Arrears

ACCOUNT NUMBER CURRENT DUE  
 PAST DUE  
 TOTAL DUE

SERVICE ADDRESS

CURRENT BILL DUE DATE/DELINQUENT AFTER  
 06/16/14

Rainier View Water Co.  
 P.O. Box 35006  
 Seattle, WA 98124-3406

**REDACTED**



5/8	01/01/14	2580336	05/17/13	05/01/13	866	866	100	<u>cu. ft.</u> 500
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1105	WATER	05/17/13	05/01/13	Base amount: 13.90 Usage calculation: Level 1: 500 @ 0.0095 = 4.75
2020	RECONNECT FEE			Created by service order 9052531

**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

Visit our website [RAINIerviewwater.com](http://RAINIerviewwater.com) for online statement and payment options  
06/16/13

<b>ACCOUNT NUMBER</b>	<b>Service Units -</b>	1
Pressure Zone - SOUTHWOOD	<b>Billing Type</b>	Arrears

<b>ACCOUNT NUMBER</b>	<b>CURRENT DUE</b>
	<b>PAST DUE</b>
	<b>TOTAL DUE</b>

**SERVICE ADDRESS**

**CURRENT BILL DUE DATE/DELINQUENT AFTER**  
06/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**

5/8	01/01/14	2580336	02/07/13	03/01/13	847	853	100	<u>cu. ft.</u> 600
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1105	WATER	02/07/13	03/01/13	Multiple month option activated: Multiple month option: 3 Periods between reads: 2 Base amount: 13.90 Usage calculation: Level 1: 600 @ 0.0095 = 5.70
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**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

*Visit our website [RAINIERVIEWWATER.COM](http://RAINIERVIEWWATER.COM) for online statement and payment options*

<b>ACCOUNT NUMBER</b>	<b>Service Units -</b>	<b>1</b>
Pressure Zone - SOUTHWOOD	<b>Billing Type</b>	Arrears

<b>ACCOUNT NUMBER</b>	<b>CURRENT DUE</b>
	<b>PAST DUE</b>
	<b>TOTAL DUE</b>

**SERVICE ADDRESS**

**CURRENT BILL DUE DATE/DELINQUENT AFTER**  
04/16/13

Rainier View Water Co.  
P.O. Box 35006  
Seattle, WA 98124-3406

**REDACTED**



5/8	01/01/14	92026570H	04/01/14	05/01/14	4,496	4,506	100	<u>cu. ft.</u> 1,000
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1105	WATER	04/01/14	05/01/14	Base amount: 13.90 Usage calculation: Level 1: 600 @ 0.0094 = 5.64 Level 2: 400 @ 0.01 = 4.00 Usage calculation total: 9.64
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**Current Period Billing Total**

Balance as of last billing  
Billing Adjustments  
Payment Adjustments  
Thank you for your payment

**Total Account Balance**

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ACCOUNT NUMBER	Service Units -	1
Pressure Zone - SOUTHWOOD	Billing Type	Arrears

ACCOUNT NUMBER	CURRENT DUE
	PAST DUE
	TOTAL DUE

SERVICE ADDRESS

CURRENT BILL DUE DATE/DELINQUENT AFTER  
06/16/14

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P.O. Box 35006  
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**REDACTED**