



17 February 2023

Dear Customer:

As mentioned in my January 2023 email, Arrow's last rate increase was based on expenses in 2018/2019. Obviously, both your company and Arrow have had to incur many significant operating cost increases since then.

While we understand no one likes to learn of price increases for their business, we hope you will understand that supply chain, pandemic and inflationary pressures since 2018/2019, particularly to maintain a stable workforce, have all brought us to this point, and Arrow must adjust the pricing of its services in order to continue to provide you with the caliber of reliable and efficient service you have come to rely upon to sustain our performance into the future.

The results of an in-depth, internal analysis of Arrow Launch financials now indicate that Arrow Launch requires an overall approximate 23.2% rate increase.

We have submitted the following proposed rate adjustment request to the WUTC for rates effective March 24, 2023:

Launch and launch operator	\$373.00 per hour = 23.2% increase
Deckhand	\$ 74.00 per hour = 23.2% increase

The Commission has the authority to set rates higher or lower than the Company's request, depending on the results of its audit, which may also result in a change in the proposed price relationship of (i.e., deckhand v. launch and launch operator) charges.

Commission staff will make a recommendation to the Commissioners at a virtual Open Meeting currently scheduled for Thursday, March 23, 2020, 9:30 a.m. If you wish to attend the Open Meeting, directions on how to do so may be found on the WUTC website at <https://www.utc.wa.gov/documents-and-proceedings/open-meetings> or by calling (360) 664-1234. You can also provide comments on our filing by using the comment form at the Commission's website at [utc.wa.gov/comment](http://utc.wa.gov/comment) or by using the contact information below:

Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504  
E-mail: [comments@utc.wa.gov](mailto:comments@utc.wa.gov)  
Telephone: (360) 664-1101

Thank you, and please do not hesitate to contact me.

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