

Law Office of
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Olympia, Washington 98512

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March 3, 2015

Darren Tinnerstet
Compliance Investigator
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Data Request

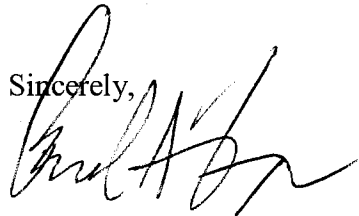
Dear Mr. Tinnerstet:

Pursuant to the letter dated February 18, 2015, from Mr. King, certain information was requested from Rainier View Water Company, Inc. That information is provided through this letter.

Enclosed you will find a copy of Rainier View's water service application form, a copy of a customer bill, and a copy of the first and second disconnect notice. Please note that the customer name and address have been deleted. The contact person for follow-up question is Ms. Sheila Haynes who can be reached at (253) 537-6634.

Thank you for your attention to this matter.

Sincerely,



RICHARD A. FINNIGAN

RAF/cs
Enclosure

cc: Doug Fisher (via e-mail)

RECEIVED
REGIONS MANAGEMENT
2015 MAR -3 PM 4:51
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

2015 MAR -3 PM 4:51

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



EXISTING RESIDENTIAL
Rev. 01/2015

CHECK IF UPDATE
ONLY _____

APPLICATION FOR EXISTING SINGLE FAMILY RESIDENCE SERVICE

COMPLETED APPLICATION AND DEPOSIT MUST BE SUBMITTED ONE BUSINESS DAY PRIOR TO REQUESTED SERVICE

1. Name of Applicant(s): _____ / _____
Applicant Co-Applicant

2. Status of Applicant: Owner *Tenant/Lessee Realtor/Sales Agent

* If tenant/lessee, please provide the name of Landlord or Property Manager

Name: _____

3. Date to Begin Service: _____ (Monday through Friday only – No holidays)

4. Service Address: _____
City: _____ State: _____ Zip: _____

5. Billing Address: _____
(If different from service address)
City: _____ State: _____ Zip: _____

6. Phone #: Home (____) _____ - _____ Work/Cell (____) _____ - _____ Fax (____) _____ - _____

7. Social Security #: _____ - _____ - _____ or WDL/Tax ID # _____

8. E-mail: _____

Applicant agrees that the above information is true to the best of their knowledge. Service obtained by fraud runs the risk of termination without notice. PLEASE NOTE: APPLICATION MUST BE FILLED OUT COMPLETELY OR WILL BE RETURNED TO CUSTOMER.

Applicant Signature Required _____ **Date** _____ **Co-Applicant Signature Required** _____ **Date** _____

FOR OFFICE USE ONLY:

Date application received: _____ WUQ received Parcel #: _____

Notes: _____

RVWC Acceptance _____ Date _____ Date Apprvd App Sent to Cust. _____ Deposit Note Included Beginning Read _____

\$15 Setup Fee Deposit Billed _____
 \$10 Dispatch Fee Deposit Prepaid _____ Service Order #: _____ Service Date: _____
 \$35 Tamper Fee Deposit Loan _____
 Other _____ Deposit Entered _____ Customer #: _____ Prior Gen: _____

RAINIER VIEW WATER COMPANY INC.

HOURS AND CONTACT INFORMATION

Customer Service Hours are Monday-Friday, 8:00 a.m. – 4:30 p.m.
 Physical Address (Drop Box, But No Mail): 5410 189th St. E., Puyallup, WA 98375
 Mailing Address: P.O. Box 44427, Tacoma, WA 98448 ♦ P: (253) 537-6634 ♦ F: (253) 537-7896
 E-mail: info@RainierViewWater.com ♦ Web Site: 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 - Friday, 8:00 AM - 4:30 PM*. In case of an emergency after business hours, please call 253-537-6634 and follow the prompts.

Establishing Service: Service and supply of water shall be rendered only after submitting a completed and signed application by the prospective customer and acceptance of the application by the water company (allow one business day for processing). **As part of the application, the prospective customer must also complete and sign a Water Use Questionnaire for the application to be considered complete.**

- 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 to WAC 480-110-335 (next page).
- 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.
- A 3-day disconnect notice is then mailed to the customers with unpaid balances.
- **If a disconnect notice is received, you must notify the billing department that you are making a payment, or run the risk of disconnection.**
- 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.
- If the account has been established under fraudulent means, service may be terminated without further notice.

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

Metered Rate Service – Effective January 01, 2015 (Schedule No. 1)

Applicable to Water service where a meter is installed

Rate Code Res / Non-Res	Meter Size	Base Rate	1 st Block (Cu. ft.)	1 st Usage Rate ¹	2 nd Block (Cu. ft.)	2 nd Usage Rate ¹	3 rd Block (Cu. ft.)	3 rd Usage Rate ¹
1105 / 1205	¾-inch ²	\$13.90	0-600	\$0.94	601-3,000	\$1.15	Over 3,000	\$2.42
1110 / 1210	1-inch	\$17.75	0-1,500	\$0.94	1,501-7,500	\$1.15	Over 7,500	\$2.42
1115 / 1215	1-1/2-inch	\$46.40	0-3,000	\$0.94	3,001-15,000	\$1.15	Over 15,000	\$2.42
1120 / 1220	2-inch	\$74.20	0-4,800	\$0.94	4,801-24,000	\$1.15	Over 24,000	\$2.42
1130 / 1230	3-inch	\$139.00	0-9,000	\$0.94	9,001-45,000	\$1.15	Over 45,000	\$2.42
1140 / 1240	4-inch	\$231.70	0-15,000	\$0.94	15,001-75,000	\$1.15	Over 75,000	\$2.42
1160 / 1260	6-inch	\$463.40	0-30,000	\$0.94	30,001-150,000	\$1.15	Over 150,000	\$2.42

Treatment Surcharge - \$ 0.75 per month per service connection

Billed in Arrears

¹ - 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 payment returned unpaid for any reason by the financial institution upon which the payment 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 disconnection of service unless satisfactory payment or arrangements are made. The customer will be charged a dispatch fee for the collection of a delinquent account (this includes failure to follow through with arrangements or payments returned unpaid).

There is a reconnect fee that is due if service is disconnected for any reason, except when disconnection is done for the convenience of the company. Restoration of service will be made after payment of applicable charges, including reconnect fees.

Please call 3 business days in advance to discontinue service.

Payments: You may pay your bill online, by mail, in person or drop box:

Online - <https://www.xpressbillpay.com>

In Person – at our Main Office:
5410 189th St. E., Puyallup, WA
(corner of Canyon and 189th St E)

Drop Box – Main Office
Next to drive-up window:
5410 189th St. E., Puyallup, WA

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

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 or her demand or use of service as stated in the customer's application without giving due notice of such increase. In the event of such increase, the customer will be required to pay the utilities regularly published rates for such increased service and demand from the date of connection and use of the same.

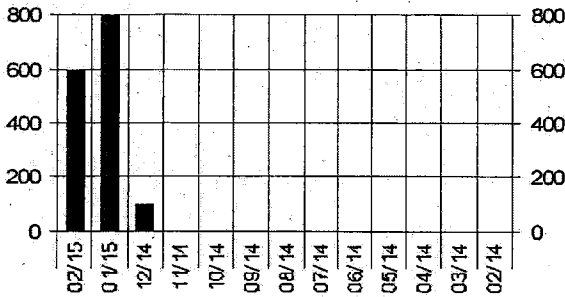
Whenever the customer desires to discontinue the use of water for any special purpose or through fixtures mentioned in the original application, the customer shall cause the fixture to be removed and the branch pipe or service supplying the same to be capped or plugged and shall notify the utility in writing before any reduction in charge will be made. Such a reduction in charge is contingent upon the provisions of the tariff.

The applicant specifically agrees to install and maintain at all times their plumbing system in compliance with the most current edition of the Uniform Plumbing Code having jurisdiction as it pertains to the prevention of water system contamination and prevention of pressure surges and thermal expansion in their water piping.

Further, the applicant agrees not to make a claim against Rainier View Water Company, Inc., or its agents or employees for damages and/or loss of production, sales or service, in case of water pressure variations, or the disruption of the water supply for water system repair, routine maintenance, power outages and other conditions normally expected in the operation.

METER SIZE	STATEMENT DATE	METER NUMBER	PREV. DATE	PRES. DATE	PREV. READ	PRES. READ	MULT.	WATER USAGE (Cu. Ft.)	AMOUNT
5/8	03/01/2015	97077790H	02/18/2015	02/05/2015	3314	3311	100	600	

Service Units 1.0000
 Pressure Zone - SOUTHWOOD



WATER 19.54
 SURCHARGE -TREATMENT .75
 MISC - DEPOSITBILLED 60.00
 RECONNECT FEE 20.00

TOTAL 100.29

Balance as of last billing	96.12
Billing Adjustments	.00
Payment Adjustments	60.01CR
Thank you for your payment	-116.12
PREVIOUS BALANCE	-80.01
Current Bill Charges	100.29
Total Amount Due	20.28

Water Quality Reports will be mailed this week. Please call 253-537-6634 or visit www.rainierviewwater.com for add'l copies.

ACCOUNT NUMBER



Mail: P.O. Box 44427 • Tacoma • WA • 98448 | Physical: 5410 189th St. E. • Puyallup • WA • 98375 | Phone: 253-537-6634 or 1-888-490-3741

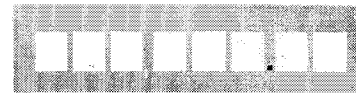
----- Detach and return this portion with payment in envelope provided. Do not send cash. -----

ACCOUNT NUMBER:

CURRENT DUE 100.29
 PAST DUE -80.01
 TOTAL DUE 20.28

SERVICE ADDRESS:

AMOUNT ENCLOSED \$



CURRENT BILL DELINQUENT AFTER:
 03/16/2015

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

1193729001120000020282

HOURS AND CONTACT INFORMATION

Customer Service Hours are Monday-Friday, 8:00 a.m. – 4:30 p.m.
 Physical Address (Drop Box, But No Mail): 5410 189th St. E., Puyallup, WA
 Mailing Address: P.O. Box 44427, Tacoma, WA 98448 ♦
 P: (253) 537-6634 ♦ Toll Free: 1-888-490-3741 ♦ F: (253) 537-7896
 E-mail: info@RainierViewWater.com ♦ Web Site: www.RainierViewWater.com
 For after-hours emergencies, call 253-537-6634

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There is a reconnect fee that is due if service is disconnected for any reason, except when disconnection is done for the convenience of the company. Restoration of service will be made after payment of applicable charges, including reconnect fees.

Please call 3 business days in advance to discontinue service.

PAYMENTS

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

Online - <https://www.xpressbillpay.com/>

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
 (corner of Canyon and 189th St E)

Drop Box – Main Office next to drive-up window:
 5410 189th St. E., Puyallup, WA

Method of payment – Cash, Check, Money Order, or Online.

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

EMERGENCY METER ACCESS: Most meters are located in the easement between two homes (approx 4 to 5 ft from property line, usually in front or back), but some meters can be as far away as 100 yards from the home. If you are unable to locate your meter, please contact our office at 253-537-6634. In case of an emergency ONLY, water can be turned off at the meter by turning the "arrow bar" clockwise (about a ½ turn with a crescent wrench) until it stops. **TAMPERING FEES WILL APPLY IF RED ZIPLOCK TIES ARE CUT TO TURN WATER ON – ADDITIONAL CHARGES WILL BE BILLED IF THERE IS DAMAGE TO THE METER.**

HOW DO I REQUEST AN ADJUSTMENT TO MY BILL AFTER A LEAK IS REPAIRED?

Submit a written request for a leak adjustment, briefly explaining what the leak was and if it has been completely repaired. The request must include a copy of the plumber's invoice or receipts for the parts purchased to repair the leak. Once the request and proof of repair has been received, a work order will be generated and a meter reader will be dispatched to confirm the repair. The Customer Care Committee will then review the request. If an adjustment is granted, the amount originally billed at the tier 3 rate will be recalculated using the lower tier 2 rate for one billing period only - usually the highest billing period if the leak affected multiple billing periods. The customer is notified of the decision by phone or mail. If a high balance remains on the account after the adjustment, the customer may be able to set up a payment arrangement by contacting the Billing Department.

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.wa.gov.

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

BILLING PERIOD

01/01/2015

NOTICE DATE

01/29/2015

REMINDER NOTICE

AS OF THE DATE SHOWN ON THIS NOTICE WE STILL HAVE NOT RECEIVED YOUR PAYMENT. PLEASE REMIT WITHIN 10 DAYS OF THIS NOTICE DATE TO AVOID FURTHER COLLECTION PROCEEDINGS. IF A PERSON FROM OUR OFFICE IS REQUIRED TO MAKE A PERSONAL CALL TO YOUR RESIDENCE TO COLLECT PAYMENT, THERE WILL BE A \$10.00 COLLECTION CHARGE. IF SERVICE IS TERMINATED YOU WILL BE REQUIRED TO PAY A \$20.00 RECONNECTION CHARGE IF REQUESTED DURING REGULAR WORKING HOURS, OR \$30.00 IF AFTER REGULAR WORKING HOURS.

CUSTOMER NAME:

SERVICE ADDRESS:

IF YOU HAVE ANY QUESTIONS REGARDING THIS BILLING, CONTACT THE UTILITY BILLING OFFICE AT (253) 537-6634 OR (888) 490-3741. OFFICE HOURS ARE 8:00 AM TO 4:30 PM MONDAY THROUGH FRIDAY.

A \$10.00 SERVICE FEE WILL BE CHARGED ON ALL RETURNED CHECKS

PAST DUE AMOUNT ▶

\$73.53

ACCOUNT NUMBER



Mail: P.O. Box 44427 • Tacoma • WA • 98446 | Physical: 5410 189th St. E. • Puyallup • WA • 98375 | Phone: 253-537-6634 or 1-888-490-3741

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

ACCOUNT NUMBER:

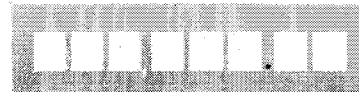
SERVICE ADDRESS:

**ACCOUNT NUMBER
AMOUNT DUE**

73.53

DUE DATE
02/10/2015

AMOUNT ENCLOSED \$



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

1193729001120000073537

DISCONNECT NOTICE

ACCOUNT #

02/11/2015

Our records indicate your account is past due.

This is to notify you that your water service at _____ will be disconnected if payment of the past due amount is not received in our office on **02/16/2015**.

The account balance is: 96.12

The past due balance is: 73.53

If service is disconnected, water service will be restored only after payment of proper charges, plus a reconnection charge of \$20.00 during normal business hours.

There will be a \$10 collection charge for payment accepted at the residence to avoid lockoff.

For a current list of organizations that can provide financial assistance to qualified candidates, please call:

Associated Ministries
Housing & Shelter Coordinator
(253) 682-3401

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.

Rainier View Water Company, Inc.
Mail: P.O. Box 44427 - Tacoma, WA 98448
Office/Drop Box: 5410 189th St. E. - Puyallup, WA 98375
(253) 537-6634 or (888) 490-3741
www.RainierViewWater.com
Office Hours: 8:00 AM - 4:30 PM (Monday - Friday)
After hours call local number for Answering Service