

Washington UTC

Investigation Report Response

09/25/2014

Eastwood Park Water Co.

UW-140595

RECEIVED  
RECORDS MANAGEMENT  
2014 SEP 30 AM 8:17  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

My name is Robert Green and I am the manager and licensed water works operator for EWP.

I have had a miss understanding of the tariff rules for the water company we built in 1979, If I had paid attention to the importance of these rules I would not have made changes without applying for changes to our tariff. I had looked at the original tariff as being over 33 years old and out dated and could never understand why we are a class A water company (as per staff) with only 86 active hook- up's and regulated by the UTC. We have not been required to attend any class on the UTC or made aware in any required clock hour class's about the UTC., I have been a real estate broker in the state of Washington since 1967 with a clean record, We are required to take 30 clock hour training in order renew my license.

On our last request for a rate increase it was very important to increase our rate's in order to update our 33 year old system in order to comply with state law to provide continued water service to our customers with a reliable system, We were ignored by staff and after almost a year of trying to get a reasonable increase in order to replace our 33 year old equipment, We did get a \$1.00 base rate increase from \$30.00 to \$31.00 .

Enclosed you will find the back side of our billing that was changed on June 01, 2013 and again in September 2014 to comply with our original tariff.

Here is my attempt to answer the UTC investigation report as follows:

PAGE 7: WAC-480-110-315(6) EWP did provide all customers with a copy of the commission consumer brochure when a new customer started there service with EWP, when I was asked by UTC staff during a phone conversation if we provided a copy of the with the UTC brochure's my mind drew a blank and I answered I could not remember so the UTC staff charged EWP with 86 violations.

PAGE 8: All have been corrected.

Page 10: I did not provide all of the original copy's and date's that customers where sent the disconnect notices due to the fact I could not find all of them.

PAGE 13: REPEAT VIOLATIONS: The applicable rate schedule appears on the back side of each and every monthly bill, The service date on the face of the bill is the read date, The date we read the meters is the same day we bill and send out U.S. MAIL ( Our billing software does not have a separate column that reads bill date) My house is on Spanaway water and they do not have a separate bill date.

The UTC Staff approved the front and back side of our monthly billing during our last rate increase approval.

PAGE 18: RATE DISCRIMINATION: We did not discriminate, On May 01, 2013 EWP charged two customers late fee's in the amount of \$5.00 and UTC staff say's we charged 10 customer's a late fee of \$10.00, The two customers charged a \$5.00 late fee had asked us to reduce to \$5.00 for what reason I do not recall, Same as on June 01,2013

On April 18 customer #076 filed a customer complaint for being charged \$0.16 UTC staff told us to credit account #76 but did not say we needed to credit the other accounts.

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On June 01, 2013 EWP charged three \$5.00 late fee's ( account #031,#082 and #088) Our records do not show we charged 9 customers \$10.00 late fee's.

PAGE 19: EWP mailed out past due notices with the monthly billings on the 1st day of the month and mailed out the second notice if not paid after the 15<sup>th</sup> day from date of mailing, The 3<sup>rd</sup> notice is attached to the front doors 10 days after the second notice is sent out.

PAGE 22: Customer #020 and #088 did receive written disconnect notice's as per WAC 480-110-355(3)(A) and WAC 480-110-355(3)(B), EWP notices are consistent, EWP could not find all of the original copy's of the disconnect notices in the time frame of the UTC staff request.

Customer #020 was late 5 time's in the year 2013, #088 was late 10 time's in the year 2013, Customers #020,#088 and #059 will not mail in their payments, They expect someone to pick up at door prior to shut off date.

PAGE 23: TECHNICAL ASSISTANCE: I do not recall this notice by the UTC staff on January 17, 2008, EWP has made EWP has ceased assessing fees that are in violation of our tariff.

PAGE 24: EWP will file a tariff revision to update rule 14 to comply with WAC 480-110-355

EWP does not have the funds needed to credit the customers up front for over payment of late fee charges and turn off charges, ect., And pay the UTC. Any of the fine's upfront without some type of payment arrangements.

Regards



Robert Green

Eastwood Park Water Co.

253-380-8421

robertg@johnlscott.com

*NSW*

**COMPANY OFFICE:** 429 29th St N.E., Suite C Puyallup, WA 98372  
**MAIL ALL CORRESPONDENCE TO:** Eastwood Park Water Co. Business Phone: 253-770-5268  
P.O. Box 340 Fax: 253-841-0118  
Spanaway, WA 98387 After Hours Emergency: 253-380-8421  
E-mail: robertg@johnlscott.com

**BUSINESS HOURS:** 9:00 am - 12:00 pm, Monday - Friday, except holidays  
When calling please have your account number ready. You may also email us at robertg@johnlscott.com.

**WATER SERVICE FEE:**

(Base Charge) Ready to serve fee \$31.00 per dwelling unit is billed in advance on the first day of the month, the water usage rate is billed in arrears.

**WATER USAGE RATE:**

0 to 500 cubic feet	\$1.00 per 100 cubic feet
501 to 1,000 cubic feet	\$1.25 per 100 cubic feet
1001+ cubic feet	\$1.60 per 100 cubic feet

Set Up Fee	First time account setup	\$25.00
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**DUE DATE:** All bills are due and payable upon receipt and are considered delinquent 15 days after the date mailed. A late payment charge of \$5.00 will be added on unpaid balances at the time delinquent notice is mailed. If service is disconnected, a reconnection charge of \$25.00 will be added to all disconnected accounts.

**USE YOUR WATER METER TO CHECK FOR INVISIBLE LEAKS** - Turn off all water taps inside and out, and watch the red triangle or needle on the meter. If it is moving, water is leaking somewhere in your system. The water company assumes no responsibility beyond the meter. 90% of household leaks occur in toilets, and are often "silent leaks." Check for toilet tank leaks by placing food coloring in the tank, wait 20 minutes and check the bowl to see if color leaks through. Check all faucets inside and out for drips.

**KEEP METERS CLEAR** - Customers must keep meters, sample stations, and valves clear of landscaping within a 1-foot radius. Meters must be accessible from the road at all times (do not park over meters).

**PREVENT CONTAMINATION** - Many household activities are potential dangers to our water quality. Irrigation systems (including lawn sprinklers) must have a "backflow device" installed and inspected annually. Animal watering troughs, swimming pools, hot tubs, outdoor hoses filled with water, hose-end pesticide/fertilizer sprayers, poor plumbing, and even poor sanitation practices within homes can all put your water quality in danger. Always close outside hose bibs after use. If pressure in a water main drops (when a fire hydrant is used, or a main pipe breaks), contaminated water within a home's plumbing system could back-siphon into our mains and contaminate our water.

A copy of the tariff is available for review at Eastwood Park Water Co. Inc. upon request.

Your water consumption is billed in hundreds of cubic feet (CCF). One hundred cubic feet equals 748 gallons.

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OLD

**COMPANY OFFICE:**

429 29th St N.E., Suite C

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Set Up Fee First time account setup \$25.00  
NSF Charge Returned check fee \$35.00 plus any additional charges due to NSF check

**DUE DATE:** All bills are due and payable upon receipt and are considered delinquent 15 days after the date mailed. Your bills are mailed from Puyallup WA.

A late payment charge of \$5.00 will be added on unpaid balances at the time delinquent notice is mailed.

If service is disconnected, a reconnection charge of \$25.00 will be added to all disconnected accounts. If your meter is removed due to non-payment, there will be a \$500.00 service connection charge for reinstallation.

**MISCELLANEOUS CHARGES** - This charge can include nonpayment off/on fee, late fee, NSF fee additional charges due to NSF checks, labor time involved to uncover or clear the meter box and area, installation of backflow prevention meters, or any repairs that may have to be done at the meter because of damage caused by the customer, and any loss to Eastwood Park Water Co., Inc. by customer.

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**KEEP METERS CLEAR** - Customers must keep meters, sample stations, and valves clear of landscaping within a 1-foot radius. Meters must be accessible from the road at all times (do not park over meters). Meter box replacement due to damage by customer - \$150.00, tampering with meters - \$200.00, clearing debris/removal charge - \$35.00, pad lock replacement - \$25.00.

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**MONTHLY PAYMENT PAST DUE  
NOTICE #1**

**NOTICE DATE:**

FROM : EASTWOOD PARK WATER CO.

DEAR CUSTOMER:

ACCOUNT #

ADDRESS: GRAHAM, WA 98338

**AMOUNT PAST DUE INCLUDING LATE FEE:**

**DUE DATE HAS PASSED, SERVICE INTERRUPTION DATE:**

**PAY NOW**

TO AVOID LOSING YOUR WATER SERVICE WE MUST RECEIVE YOUR PAYMENT IN FULL ON OR  
BEFORE THE **SERVICE INTERRUPTION DATE, DATED:**

IF YOU HAVE ALREADY MADE YOUR PAYMENT THANK YOU.

TERMINATION OF SERVICE FOR NONPAYMENT OBLIGATES THE DELINQUENT ACCOUNT TO AN  
ADDITIONAL \$25.00 DISCONNECT FEE.

THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

Sincerely,

Eastwood Park Water Co.  
P.O. Box 340  
Spanaway, WA. 98387

Phone : 253-770-5268

**FINAL NOTICE OF CANCELLATION  
OF YOUR WATER SERVICE**

**NOTICE DATE:**

FROM : EASTWOOD PARK WATER CO.

DEAR CUSTOMER:

ACCOUNT #

ADDRESS: GRAHAM, WA 98338

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