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Second Revision Sheet No. 12

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First Revision Sheet No. 12

Southgate Water Company

WATER SERVICE
RULES AND REGULATIONS

Rule 14 – Discontinuance of Service (cont'd)

Required notice prior to disconnecting service: The company must serve a written disconnection notice on the customer, either by mail, or, at the Utility’s option, by personal delivery of the notice to the customer’s address, attached to the primary door.

(D)(N)

A minimum of eight (8) business days’ written notice will be given a customer before service is discontinued, except in the case of danger to life or property. Before disconnecting service, the company must in addition to the first (1st) notice as described above, provide a second (2nd) notice by one of the two options listed below.

- a. Delivered notice – The company must deliver a second (2nd) notice to the customer and attach it to the customer’s primary door. The notice must contain a deadline for compliance that is no less than twenty-four (24) hours after the time of delivery that allows the customer until 5:00 p.m. of the following day to comply, or
- b. Mailed notice – The company must mail a second (2nd) notice, which must include a deadline for compliance that is no less than three (3) business days after the date of mailing if mailed from within the state of Washington.

(D)(N)

If service is not discontinued within ten (10) working days of the date in the second notice for disconnection, that disconnection notice will become void and a new notice must be provided before the service can be disconnected. However, if the customer has arranged for payments to avoid disconnection of service, a new notice is not required if the customer fails to keep the payment arrangements.

(T)

When a utility employee is dispatched to disconnect service, that person shall be required to accept payment of a delinquent account and disconnection charge as specified in **Schedule 20**. If amount owing is tendered in cash, utility employee will not be required to dispense change for excess of the amount due and owing. Any excess payment will be credited to the customer’s account. The utility will restore service when the cause of the discontinuance has been removed and payment of all proper charges due from customer have been made.

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