

**Exh. SH - 11**  
**Docket UW 170924**  
**Witness: Sarah Hand**

BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

SARAH HAND AND GRETCHEN HAND,  
a married couple

Complainant,

v.

RAINIER VIEW WATER COMPANY, INC.,

Respondent.

DOCKET UW 170924

**EXHIBIT 11 TO TESTIMONY OF  
COMPLAINANT SARAH HAND**

**EXHIBIT 11**  
**TO TESTIMONY OF**  
**Sarah Hand**  
**March 19, 2018**

Copy of Sarah Hand's residential water bill.

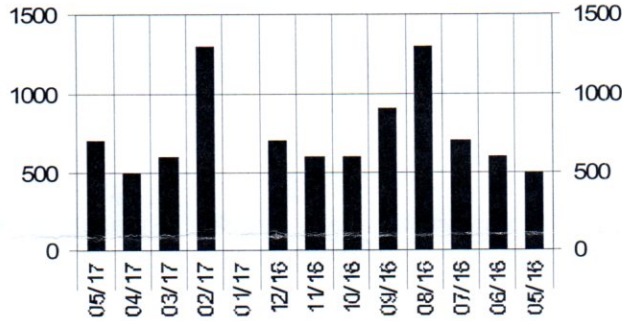
**EXHIBIT TO TESTIMONY OF SARAH HAND -  
DOCKET UW 170924**

**NIGEL S. MALDEN LAW, PLLC**  
711 Court A, Suite 200  
Tacoma, Wa. 98402  
253-627-0393 p  
844-273-6067 f

METER SIZE	STATEMENT DATE	METER NUMBER	PREV. DATE	PRES. DATE	PREV. READ	PRES. READ	MULT.	WATER USED (Cu. Ft.)	AMOUNT
5/8	06/01/2017	2159853	04/14/2017	05/11/2017	2214	2221	100	700	

Service Units 1.0000  
 Pressure Zone - SOUND

WATER 20.69  
 SURCHARGE -TREATMENT .75



**TOTAL 21.44**

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

**Account Balance**  
 19.35  
 .00  
 .00  
 -19.35

**PREVIOUS BALANCE**  
 Current Bill Charges

.00  
 21.44

Total Amount Due

21.44

See your Water Quality Report @ [http://www.rainierviewwater.com/reports/Southwood\\_Sound.pdf](http://www.rainierviewwater.com/reports/Southwood_Sound.pdf)

**ACCOUNT NUMBER**  
 1.44.403600.09



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

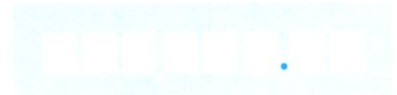
Detach and return this portion with payment in envelope provided. Do not send cash.

**ACCOUNT NUMBER:**  
 1.44.403600.09  
 GRETCHEN/SARAH HAND  
**SERVICE ADDRESS:**  
 7202 201ST ST E

**CURRENT DUE** 21.44  
**PAST DUE** .00  
**TOTAL DUE** 21.44



AMOUNT ENCLOSED



**CURRENT BILL DELINQUENT AFTER:**  
 06/16/2017

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

GRETCHEN/SARAH HAND  
 7202 201ST ST E  
 SPANAWAY WA 98387



9446

1444036000960000021441

**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 189<sup>th</sup> 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](mailto:info@RainierViewWater.com) ♦ Web Site: [www.RainierViewWater.com](http://www.RainierViewWater.com)  
For after-hours emergencies, call 253-537-6634

**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 <sup>st</sup> Block (Cu. ft.)	1 <sup>st</sup> Usage Rate <sup>1</sup>	2 <sup>nd</sup> Block (Cu. ft.)	2 <sup>nd</sup> Usage Rate <sup>1</sup>	3 <sup>rd</sup> Block (Cu. ft.)	3 <sup>rd</sup> Usage Rate <sup>1</sup>
*1105 / 1205	¾" or .625" <sup>2</sup>	\$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

**Residential Metered Rate Service – Conservation Rates Effective May 1 through September 30 (Schedule No 1.)**

*1105	¾" or .625" <sup>2</sup>	\$13.90	0-600	\$0.94	601-3,000	\$1.15	Over 3,000	\$5.00
*1110	1-inch	\$17.75	0-1,500	\$0.94	1,501-3,000	\$1.15	Over 3,000	\$5.00

**Treatment Surcharge - \$ 0.75 per month per service connection**

**Billed in Arrears**

- <sup>1</sup> - Based on per 100 cubic feet or fraction thereof.
- <sup>2</sup> - 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 16<sup>th</sup> 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 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 189<sup>th</sup> St. E., Puyallup, WA  
(corner of Canyon and 189<sup>th</sup> St E)

**Drop Box** – Main Office next to drive-up window:  
5410 189<sup>th</sup> 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](mailto:consumer@utc.wa.gov).

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