

WATER SERVICE
RULES AND REGULATIONS

Rule 4 – Definition of Service

Service will be supplied as described in these rules and under the applicable rate schedule(s). Service will be supplied only to those who secure their source of water exclusively from the Utility, unless otherwise provided under written contract. Water service will be used only for the purpose specified in the service agreement and applicable rate schedule(s). A customer will not sell or permit others to use such service, unless authorized to do so under written contract with the Utility.

The customer will not increase demand or use of service as stated in the application for service without giving prior notice of such increase. In the event of such increase, the customer is required to pay the Utility's regularly published rates for the increased service from the date of connection and use of the service.

Whenever the customer wants to permanently discontinue the use of water through any fixtures mentioned in the original application, the customer must cause the fixture to be removed and the branch pipe or service supplying the same to be capped or plugged, and must notify the Utility in writing before any reduction in charge will be made.

Rule 5 – Disconnection Visit Charge

When a Utility employee is dispatched (single visit) to disconnect service and service is not disconnected, that employee must accept payment of a delinquent account and disconnect visit charge if specified in **Schedule A**. If amount owing is tendered in cash, Utility employee will not be required to dispense change for excess over the amount due and owing. Any excess payment will be credited to the customer's account. Except for Company shut off, disconnection visits will only be made following the required notice to the customer.

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If the customer requests an emergency shut off, the Emergency Shut Off charge specified on **Schedule A** will apply.

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* Material was moved to Sheet No. 5.1

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Rule 6 – Reconnection Visit Charge

When a Utility employee is dispatched (single visit) to reconnect service to the Utility distribution system, a reconnection visit charge will apply if specified in **Schedule A**. Such charge is to apply only in cases where service (which includes, but is not limited to violations of Rule 17 – Disconnection of Service) has been discontinued.

The Utility will restore service when the cause of discontinuance has been removed and payments of all proper charges due from customer have been made. No charge will be made for

(continued on next sheet)

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* Material was moved from Sheet No. 5

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WATER SERVICE
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Rule 11 – Service Visit Charge

The customer will pay a Service Visit Charge as specified in **Schedule A** when:

- a. A Utility employee or agent is dispatched to the premise and the condition was caused by or was the responsibility of the customer.
- b. The Utility employee or agent has not had access to read the meter for at least two (2) billing cycles and the Utility employee or agent is dispatched to access the meter and continues to not have access to the meter. Where the meter has not been read, a minimum bill will be rendered and adjusted when the next succeeding meter reading is available
- c. The customer requests on site technical assistance for such items as instructions on reading the meter, locating the meter, performing a water pressure test, troubleshooting a leak or suspected leak, surveying property for a new installation and so on.
Appointments must be scheduled at least two days in advance.

(N)

If a service visit is scheduled, but then cancelled, the Service Visit Charge specified on **Schedule A** will apply in full if the visit is canceled after a technician is dispatched. Fifty percent of the Service Visit Charge shall be assessed if the service visit is canceled the same day as the scheduled visit but prior to dispatch. No charge will be assessed if the service visit is canceled at least one business day in advance.

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Rule 12 – Interruption to Service

The Utility will make a diligent effort to render uninterrupted service and supply of water. In cases where shut-off is necessary for repair, reconstruction, damage prevention or similar cause, the Utility will give advance notice to its customers of such scheduled shut-off. However, the Utility will not be responsible for any damage that may result from any cessation of services such as above outlined, nor for failure to give notice of shut-off when circumstances are such that it is impossible to give notice as stated above.

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In any event, the utility's liability for damages caused by an interruption in service shall be limited to a credit, based on pro rata calculation, of any day or days for which an interruption in

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* Material was moved to Sheet No. 8.1.

WATER SERVICE
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Rule 12 – Interruption to Service (con't)

service occurs as described in Rule 32.

Rule 13 – Bills

All bills shall be paid monthly in arrears and are due and payable upon receipt and are considered delinquent no less than fifteen (15) days after the date mailed. Bills will be deemed received upon personal delivery to customer or three (3) days following the deposit of the bill in the United States mail to the customer's last known address. Where the meter has not been read, a minimum bill will be rendered and adjusted when the next succeeding meter reading is available.

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* Material was moved from Sheet No. 8.

First Revised Sheet No. 14

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WATER SERVICE
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Rule 24 – Backflow Assembly Testing and Inspection (cont'd)

The customer will provide a copy of the acceptable annual report from the BAT specialist. If the annual report is not provided within thirty (30) days of the anniversary date of the installation of the Approved Backflow Prevention Assembly, then the Utility will provide a notice of disconnection pursuant to WAC's for discontinuing of service for water utilities. If a copy of the annual report is not received by the date for disconnection as specified in the notice, the Utility will disconnect customer's service as specified in Rule 17 of this tariff.

If service is disconnected, the Utility will charge the customer its current Reconnection Visit Charge as specified in Rule 6 of this tariff.

Rule 25 – Credit/Debit Card Processing and Chargeback Fees

The Utility now accepts bill payment via VISA or MasterCard by telephone, and customers may use either credit or debit cards. When a customer makes a payment using this service, a credit card processing fee will be charged per transaction as specified in **Schedule A** to offset the Utility's associated costs.

In the event that a customer initiates a credit or debit card transaction that is disallowed by the issuing entity or bank, a credit card chargeback fee will be charged to the customer's account as specified in **Schedule A**.

There is also the option to pay online or through an autopay feature. If either of these options are selected by the Customer, an online/auto pay fee as specified on **Schedule A** will apply.

(N)

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Rule 26 – Limitations of Liability

The Utility's liability, if any, for its gross negligence, willful misconduct or violation of RCW 19.122 is not limited by this tariff. With respect to any other claim or suit, by a customer or by any other party, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Utility's liability, if any shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected.

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* Material was moved to Sheet No. 14.1.

Original Sheet No. 14.1

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WATER SERVICE
RULES AND REGULATIONS

Rule 26 – Limitations of Liability (con't)

THERE SHALL BE NO LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. THE UTILITY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, EXCEPT THOSE SPECIFICALLY SET FORTH IN THIS TARIFF, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND

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* Material was moved from Sheet No. 14.

First Revised Sheet No. 18
Canceling Original Sheet No. 18
WN U-1

Iliad Water Company, LLC

For Commission's Receipt Stamp

Reserved for future use.

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SCHEDULE NO. 1
METERED RATE SERVICE (cont'd)

Availability

This schedule is available in the Water Service Areas listed below served by the Utility.

Applicable

Applicable to customers on the Alderlake, Lowper, Marbello and Northwest water systems.

Conditions

The charge for this service is not subject to cancellation or reduction for seasonal or temporary periods. This charge will be the monthly minimum bill for this class of service.

All metered rate service base rate(s) have zero allowance for the water usage.
 Base rate charge(s) and water usage block(s) are modified by the meter size factor.

Usage rates are shown per 100 cubic feet. Billing for any block shall be calculated on a per cubic foot amount based on the usage rate charge of that block.

Meters greater than 5/8 inch will be installed only at the discretion of the Utility.

Monthly Charges

Each connection or customer.

Meter Size	Meter Size Factor	Base Rate	1st Block (cu.ft.)	1st Usage Rate*	2nd Block (cu.ft.)	2nd Usage Rate*	3rd Block (cu.ft.)	3rd Usage Rate*	
5/8-inch	1.00	\$61.76	0 – 800	\$2.28	801 – 1500	\$4.28	Over 1500	\$5.75	(I)
1-inch	2.5	\$154.40	0 – 2,000	\$2.28	2,001 – 3,750	\$4.28	Over 3,750	\$5.75	(I)
1 ½-inch	5.0	\$308.80	0 – 4,000	\$2.28	4,001 – 7,500	\$4.28	Over 7,500	\$5.75	(I)

* Usage rates(s) are based on consumption per cubic foot (cu.ft.).

Note: Utility Excise Tax shall be in addition to the rates in this tariff.

SCHEDULE NO. 1
METERED RATE SERVICE (cont'd)

Availability

This schedule is available in the Water Service Areas listed below served by the Utility.

Applicable

Applicable to customers on the 85 Acres, Cascade Crest, Cherry Creek, Cliftonwood, Fragaria Landing, Hunt 1 & 2, Hunt III, Marysville, Parkwood, Skyview, Stavis, Stillridge, Suddenview, Sunland Shores, Sunnhills, Tala Point, Vashon and Vista Glen water systems.

Conditions

The charge for this service is not subject to cancellation or reduction for seasonal or temporary periods. This charge will be the monthly minimum bill for this class of service.

All metered rate service base rate(s) have zero allowance for the water usage.
 Base rate charge(s) and water usage block(s) are modified by the meter size factor.

Usage rates are shown per 100 cubic feet. Billing for any block shall be calculated on a per cubic foot amount based on the usage rate charge of that block.

Meters greater than 5/8 inch will be installed only at the discretion of the Utility.

Monthly Charges

Each connection or customer.

Meter Size	Meter Size Factor	Base Rate	1st Block (cu.ft.)	1st Usage Rate*	2nd Block (cu.ft.)	2nd Usage Rate*	3rd Block (cu.ft.)	3rd Usage Rate*	
5/8-inch	1.00	\$61.76	0 – 800	\$2.28	801 – 1500	\$4.28	Over 1500	\$5.75	(I)
1-inch	2.5	\$154.40	0 – 2,000	\$2.28	2,001 – 3,750	\$4.28	Over 3,750	\$5.75	(I)
1 1/2-inch	5.0	\$308.80	0 – 4,000	\$2.28	4,001 – 7,500	\$4.28	Over 7,500	\$5.75	(I)

* Usage rates(s) are based on consumption per cubic foot (cu.ft.).

Note: Utility Excise Tax shall be in addition to the rates in this tariff.

First Revised Sheet No. 18.3
Canceling Original Sheet No. 18.3
WN U-1

Iliad Water Company, LLC

For Commission's Receipt Stamp

Reserved for future use.

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SCHEDULE NO. 1
METERED RATE SERVICE (cont'd)

Availability

This schedule is available in the Water Service Area listed below served by the Utility.

Applicable

Applicable to customers on the Sunwood-Graham water system.

Conditions

The charge for this service is not subject to cancellation or reduction for seasonal or temporary periods. This charge will be the monthly minimum bill for this class of service.

All metered rate service base rate(s) have zero allowance for the water usage.
 Base rate charge(s) and water usage block(s) are modified by the meter size factor.

Usage rates are shown per 100 cubic feet. Billing for any block shall be calculated on a per cubic foot amount based on the usage rate charge of that block.

Meters greater than 5/8 inch will be installed only at the discretion of the Utility.

Monthly Charges

Each connection or customer.

Meter Size	Meter Size Factor	Base Rate	1st Block (cu.ft.)	1st Usage Rate*	2nd Block (cu.ft.)	2nd Usage Rate*	3rd Block (cu.ft.)	3rd Usage Rate*	
5/8-inch	1.00	\$61.76	0 – 800	\$2.28	801 – 1500	\$4.28	Over 1500	\$5.75	(I)
1-inch	2.5	\$154.40	0 – 2,000	\$2.28	2,001 – 3,750	\$4.28	Over 3,750	\$5.75	(I)
1 1/2-inch	5.0	\$308.80	0 – 4,000	\$2.28	4,001 – 7,500	\$4.28	Over 7,500	\$5.75	(I)

* Usage rates(s) are based on consumption per cubic foot (cu.ft.).

Note: Utility Excise Tax shall be in addition to the rates in this tariff.

SCHEDULE NO. 3
READY TO SERVE (RTS) SERVICE

Availability

This schedule is available in all Water Service Areas served by the Utility and at Utility's option and capability to maintain Department of Health standards of quantity and quality.

Applicable

To any property owner who has completed and signed a Water Service Application, paid all applicable fees required for meter service connection, and had Water Service Application accepted in writing by the Utility and for whom the Utility has installed the direct connection from the water system to the applicant's property line. Applicable to any customer where meters have not yet been installed.

Conditions

The charge for this service is not subject to cancellation or reduction for seasonal or temporary periods. This charge will be the monthly minimum bill for this class of service. At the time water service begins, the customer shall be transferred to Schedule 1, Metered Service.

The Ready to Serve charge may be discontinued upon receiving written request from the customer or for non-payment of the Ready to Serve charge. Termination of the charge will allow the Utility to remove the service line and/or connection. This disconnection or removal will allow the Utility to make that available service capacity to supply other connections on the water system.

After a service line and/or connection has been removed for discontinued service, future service to the property will require a new application for service, payment of service connection charges and will be subject to the availability of service capacity at such time as the future application for service is made.

Monthly Charge

Rate

Each connection or customer.

\$61.76

(I)

Note: Utility Excise Tax shall be in addition to the rates in this tariff.

SCHEDULE NO. 8
CROSS CONNECTION CONTROL

Availability

This schedule is available in all Water Service Areas served by the Utility and at Utility's option and capability to maintain Department of Health standards of quantity and quality.

Applicable

To all customers served by the Utility for purposes of assessing the presence of cross connections and additional requirements applying to those customers that have cross connections.

Charges

Installation of Approved Backflow Prevention Assembly	- N/A	
Site Visit / Deficiency Notice Charge	- \$25.00	(T) (I)
Premises Inspection Charge	- \$25.00 per hour prorated for time spent.	

Conditions

1. This schedule is established pursuant to the requirements adopted by the Washington State Department of Health in WAC 246-290-490, as it now exists or is hereafter amended or replaced. Copies of this regulation are available from the Washington State Department of Health or from the Utility.
2. All customers shall be surveyed as to the existence of cross connections pursuant to the definition of cross connections established by the Washington State Department of Health. A second survey shall be sent to those customers who fail to respond to the initial survey. If the customer fails to respond to the second survey, then the following non-response options may be necessary and the customer will be charged pursuant to the rate(s) set forth in the rate section above. For new customers, a survey will be required as part of the application prior to accepting the applicant as a customer.

SCHEDULE NO. 8
CROSS CONNECTION CONTROL (cont'd)

Conditions (cont'd)

6. If the customer has an Approved Backflow Prevention Assembly installed the assembly must be tested annually by a certified Backflow Assembly Tester (BAT) specialist. The Utility will maintain a list of certified BAT specialists that are acceptable to the Utility and the customer may choose from any such BAT specialist on the Utility's list. The customer will provide a copy of the acceptable annual report from the BAT specialist. If the annual report is not provided within thirty days of the anniversary date of the installation of the Approved Backflow Prevention Assembly, then the Utility will provide a Deficiency Notice and the Deficiency Notice charge set out above will apply. Failure to comply with the Deficiency Notice will result in a notice of disconnection pursuant to WAC 480-110-355 (3)(a). If a copy of the annual report is not received by the date for disconnection as specified in the notice, the Utility will disconnect customer's service. (T)
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(T)
7. No less often than every three years, the Utility shall re-survey its customers concerning the existence of cross connections. If the customer does not respond to the initial survey, a second survey will be sent. If the customer does not respond to the second survey, then non-response options listed in paragraph 2 will apply.
8. For each customer meeting any criteria of WAC 246-290-490 (4)(b) Table 9, no less than every three years, the Utility shall conduct a site visit, premises inspection and shall assess the customer the charges set forth in the rate section above.
9. When necessary, the Utility will provide notices of disconnection as required in WAC 480-110-355 (3)(a).
10. If service is disconnected, the Utility will charge the customer its current Reconnection Visit Charge as described in Rule 6 of this tariff.
11. The Utility may immediately shut off water service if a public health emergency exists, including when a backflow is occurring, or an unprotected cross-connection with sewage or an unapproved water source exists.

SCHEDULE A
ANCILLARY CHARGES

Rule 5	Disconnection Visit Charge (per visit)	\$75.00	(I)
	Emergency Shut Off (per visit)	\$150.00	(N)
Rule 6	Reconnection Visit Charge (per visit, during normal business hours)	\$75.00	(I) (T)
	(Per visit outside of normal business hours)	\$175.00	(N)
Rule 11	Service Visit Charge (during regular business hours-prescheduled*)	\$75.00	(I) (T)
	Service Visit Charge (outside regular business hours-prescheduled)	\$100.00	(N)
Rule 14	Late Payment Charge of Unpaid Balance or Minimum Charge ** greater of 2% or		
		\$5.00	(I)
Rule 20	Account Set-up Charge	\$25.00	
Rule 21	NSF Charge (each check)	\$35.00	(I)
Rule 22	Water Availability Letter Charge	\$50.00	(N)
Rule 24	Backflow Assembly Testing and Inspection	\$85.00	(N)
Rule 25	Credit/Debit Card Processing Fee**	\$2.00	(N)
	Credit/Debit Card Chargeback Fee**	Bank charge	(T)
	Online or Autopay Payments (per payment)**	\$0.50	(N)
Rule 28	Damage and Repairs Charge; Illegal Connections	\$250.00 plus cost of repairs at actual time and materials***	(N) (N)

* Appointment must be scheduled at least 2 business days in advance. (N)

** Does not include charges which may be levied by the customer's credit card provider. (N)

*** Assessment of actual time and materials also applies to customer requested meter changes. (N)

SCHEDULE B
SYSTEM IMPROVEMENT CHARGES

The following system improvement surcharges apply to the systems listed below. These surcharges recover the cost of improvements required by the Department of Health.

<u>System</u>	<u>Amount</u>
Alderlake	\$3,386.22
Parkwood	\$7,760.00
Skyview	\$5,155.47

At the customer's choice, payment may be made on a monthly basis. For Alderlake, assuming no delinquencies, monthly payments are \$21.27, includes interest at 4.96%, and expires May 25, 2028. For Parkland, assuming no delinquencies, monthly payments are \$86.14, includes interest at 8.5%, and expires June 30, 2028. For Skyview, assuming no delinquencies, monthly payments are \$64.83, includes interest at 8.82%, and expires October 31, 2021.