

ILIAD Water Company LLC

1107 S Bailey Street
Seattle, WA 98108
(206) 764-3842

February 14, 2020

Docket UW-190613
Order 01
Initial order approving settle agreement

Received
Records Management
02/18/20 08:39
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

COMPLIANCE PLAN

Per item #8, Iliad Water Company LLC will work with Staff and Public Counsel to develop a compliance plan, which will be filed within 30 days of the date of this order.

Iliad Water Company, LLC has 5 employees: General Manager, two Billing Department Representatives, and two Field Technicians.

Iliad Water Company LLC will send a representative to attend commission-sponsored training after receiving notice from the commission. The commission staff notifies water companies when a commission-sponsored water industry training is scheduled. Iliad is on the UTC's email list to be notified each time training is offered. The company's representative(s) to attend water training will be from the Billing Department. To ensure that Iliad's entire staff remains compliant, after the commission-sponsored water training, the representative will meet with Iliad Water Company staff to share any changes to rules or new information that commission staff communicated during training. In addition, we will keep a copy [or copies] of Iliad Water Company's current tariff in the office for both staff and the public to view

The general manager and the billing department are the designated personnel responsible for interacting with the Commission on enforcement matters. They will investigate all customer complaints received from customers to ensure the company is in compliance with its tariff and relevant rules, and Iliad Water Company LLC will continue to work with the UTC Consumer Protection staff to resolve commission-referred complaints. Iliad Water Company employee(s) in the Billing Department will be responsible for responding to consumer complaints and working on compliance issues with commission staff. Iliad Water Company, LLC will provide any documentation requested in a timely manner and agrees to follow any directions given to the company by the UTC Consumer Protection staff.

Our policy is to contact Regulatory and Consumer Staff members to receive clarification on tariff and/or code interpretation. As we become aware of deficiencies, Iliad will implement necessary changes to ensure the company is adhering to its tariff, RCWs and WACs.

If you have further questions, please feel free to contact us at 206-764-3345.

Sincerely,

Iliad Water Company LLC