



Investigation Report

Eastwood Park Water Co., Inc.

UW-140595

Darren Tinnerstet
Compliance Investigations

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PURPOSE, SCOPE, AND AUTHORITY

Purpose

The purpose of this investigation is to determine if Eastwood Park Water Co., Inc. (Eastwood Park, or “the company”) is in compliance with commission rules and the company’s tariff.

Scope

The scope of the investigation includes Eastwood Park’s business practices as reflected in data obtained through consumer complaints, a site visit, and data provided by the company.

Authority

Staff undertakes this investigation pursuant to the authority granted by the Revised Code of Washington (RCW) 80.01.040, which directs the commission to regulate water companies in the public interest. In addition, RCW 80.04.070 grants the commission specific authority to conduct such an investigation.

Staff

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EXECUTIVE SUMMARY

On Nov. 30, 2012, Eastwood Park filed a tariff revision with the commission with a proposed effective date of Jan. 1, 2013. On Dec. 27, 2012, the commission issued an order suspending the filing for further review. On Feb. 26, 2013, the company filed a revision to its Tariff in Docket UW-121904. The revisions raised the company's base rate from \$30 to \$31, and revised its usage rates as follows:

Monthly Rate	Old Rate (effective until Mar. 31, 2013)	New Rate (effective April 1, 2013)
Base Rate	\$30.00	\$31.00
0 – 500 Cubic Feet	\$1.00*	\$1.00*
501-1,000 Cubic Feet	\$1.00*	\$1.25*
Over 1,000 Cubic Feet	\$1.50*	\$1.60*

*per 100 cubic feet

These rates were approved by the commission, and allowed to become effective April 1, 2013.

On April 18, 2013, Consumer Protection staff received a consumer complaint from a customer of Eastwood Park regarding a disputed bill. Staff conducted an investigation of the complaint, and recorded multiple violations of commission rules and the company's tariff. While the complaint was ultimately resolved in the company's favor, Compliance Investigations staff concluded that a broader investigation was necessary to determine if Eastwood Park Water is in compliance with commission rules and its tariff.

Staff reviewed the company's billing records for all customers who were assessed a fee from March 1, 2013, through June 1, 2013. Staff's investigation revealed that the company is in violation of commission rules and laws as follows:

- Failure to provide customers with bills containing all required elements, in violation of WAC 480-110-375.
- Failure to bill customers according to the company's tariff, in violation of RCW 80.28.080.
- Failure to provide proper notice of discontinuation of service, in violation of WAC 480-110-355.
- Failure to refrain from rate discrimination, in violation of RCW 80.28.100.

Recommendation

Staff recommends the commission open a formal complaint against the company, and assess penalties of \$1,500; \$100 for each of the 15 violation categories that have the most direct impact on the company's customers as follows:

- \$100 for failing to include a reference to the applicable rate schedule, in violation of WAC 480-110-375(1)(b).
- \$100 for failing to include the date the meter was read, in violation of WAC 480-110-375(1)(h)
- \$100 for charging 50 customer rates for usage on April 1, 2013 in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for late fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for NSF fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for reconnection fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers non-tariff turn off fees, in violation of RCW 80.28.080.
- \$100 for issuing a credit to one customer for a mistake that affected 50 customers, in violation of RCW 80.28.100.
- \$100 for charging discriminatory rates for late fees on May 1, 2013, in violation of RCW 80.28.100.
- \$100 for charging discriminatory rates for late fees on June 1, 2013, in violation of RCW 80.28.100
- \$100 for failure to provide a first written notice of disconnection, as required by WAC 480-110-355(3)(a) .
- \$100 for failure to provide a second written notice of disconnection, as required by WAC 480-110-355(3)(b).
- \$100 for failure to provide a customer with eight days to pay before issuing a second notice, as required by WAC 480-110-355(3)(a)(i).
- \$100 for failure to deliver a second notice to the customer with a deadline for compliance that is no less than 24 hours after the time of delivery that allows the customer until 5:00 p.m. of the following day to comply, as required by WAC 480-110-355(3)(b)(i).
- \$100 for failure to allow a disconnect notice to expire after ten business days from the first day that the company may disconnect service, or make formal payment arrangements confirmed in writing by the company, as required by WAC 480-110-355(3)(c)(iii).

Staff also recommends that the company issue a total of \$2,900.71 in bill credits to customers charged improper rates, in violation of RCW 80.28.080 and the company’s tariff. Staff’s recommended credit schedule is attached as Appendix E. A summary of the total customer credits by category is as follows:

Type	Approved Tariff Amount	Charged Amount	Total No. Billed	Credit Amount
Late Fee	\$5	\$10	264	\$1,320
Usage	*	*	50	\$40.71
Reconnection	\$25	\$50	39	\$975
Improper Disconnect	\$0	\$50	5	\$250
NSF	\$0	\$35	9	\$315
Totals Account Credits			367	\$2,900.71

**Amounts varied by usage (See Appendix A for customer breakdown)*

In addition, staff recommends that Robert Green attend a compliance training at the commission to review commission rules and the company’s tariff, and Mr. Green also submit a written compliance plan to the commission addressing all of the violations in this report.

BACKGROUND

Company Information

Eastwood Park is a Class C regulated water company serving 87 customers in the Eastwood Park neighborhood of Graham, Washington. According to Washington State Department of Revenue Business Licensing Service, Eastwood Park is a corporation governed by Cary, Chris, Christie and Robert Green. According to commission records, Robert Green is the company's secretary-treasurer, and the primary contact for the company, with a five percent ownership share. The company's office is located at 429-29th St. NE., Puyallup, WA 98327. Recent annual reports filed with the commission by the company reflect the following annual gross revenue:

Report Year	Date Filed	Gross Revenue
2013	April 29, 2014	\$41,727.40
2012	April 30, 2013	\$40,841.48
2011	May 4, 2012	\$39,431.00
2010	May 31, 2011	\$43,876.00

The company was assessed a penalty of \$75 for filing a late annual report in 2012, and \$100 for filing a late annual report in 2006. The commission has not assessed any other penalties on the company.

A review of Eastwood Park's complaint history reveals seven consumer complaints filed against the company between Dec. 1997 and April 2013. Four of the complaints were consumer upheld, and three of the complaints were company upheld. In the past five years, the company has received two complaints, from one customer, which resulted in technical assistance.

Technical Assistance

The company has received technical assistance related to its non-compliance with WAC 480-110-355, Discontinuing of Service; WAC 480-110-375, Form of Bills; and WAC 480-110-315, Availability of Information:

- On Jan. 17, 2008, Consumer Protection staff provided Mr. Green with a technical assistance email that addressed WAC 480-110-355, Discontinuing of Service.¹
- On Feb. 25, 2008, Consumer Protection staff provided Mr. Green with a technical assistance email that addressed WAC 480-110-375, Form of Bills.²
- On March 12, 2008, Consumer Protection staff provided Mr. Green with a technical assistance email that addressed WAC 480-110-375, Form of Bills.³
- On Jan. 2, 2013, Consumer Protection and Regulatory Services staff provided Mr. Green with technical assistance during a site visit. Staff cited numerous continuing compliance issues related to WAC 480-110-315(5), Availability of Information, and WAC 480-110-375, Form of Bills. Staff also informed Mr. Green at this time that the company was charging a late fee that was not in its tariff.⁴

¹ A copy of staff's email to Mr. Green is attached as Attachment A.

² A copy of staff's email to Mr. Green is attached as Attachment B.

³ A copy of staff's email to Mr. Green is attached as Attachment C.

⁴ A copy of the technical assistance provided as a result of the site visit is attached as Attachment D.

Since 2008, Eastwood has received two consumer complaints related to availability of information and form of billing issues.

Consumer Complaint 102608

On Jan. 25, 2008, a consumer filed a complaint with the commission against Eastwood Park (complaint 102608). At the conclusion of the complaint investigation, staff recorded 88 violations of WAC 480-110-315, as follows:

Violation
WAC 480-110-315(5): Failing to acknowledge and respond to a customer’s written inquiry within two weeks of receiving the customer’s e-mailed request (1 violation)
WAC 480-110-315(7)(a): Failing to make a copy of the water rules available for a customer’s review, or provide the customer a copy of the water rules, after receiving the customer’s e-mailed request for a copy. (2 violations)
WAC 480-110-315(6): Failing to provide a customer with a copy of the commission’s consumer brochure when requested, and failure to notify its 86 customers annually of the availability of the commission’s consumer brochure and how to obtain a copy. (86 violations)

The commission’s Consumer Protection staff provided technical assistance regarding the requirements of these sections of WAC 480-110-315.⁵

⁵ A copy of the technical assistance provided in response to the complaint is attached as Attachment E.

Consumer Complaint 117357

On April 18, 2013, a consumer filed a complaint with the commission against Eastwood Park (complaint 117357). At the conclusion of the complaint investigation, staff recorded six violations of WAC 480-110-375, and provided technical assistance via email on June 13, 2014, as follows:⁶

Violations
WAC 480-110-375(1)(b): Failing to reference the applicable rate schedules on a customer’s bill (2 violations)
WAC 480-110-375(1)(c): Failing to show each charge as a separate line item on a customer’s bill (2 violations)
WAC 480-110-375(1)(h): Failing to include a meter read date on a customer’s bill (2 violations)

Item	Technical Assistance
Tariff WN-U1, Rule 12	The following language conflicts with the company’s tariff: “Full payment is due 15 days after the bill’s mailing date, and becomes delinquent 30 days after the bill’s mailed date, if mailed from within the State of Washington, or eighteen days if mailed from outside the State of Washington, after the bill’s mailing date.” Tariff WN-U1 states that, “All bills are due and payable upon receipt and are considered delinquent fifteen (15) days after the date mailed.” Staff also recommended that the company remove the disclaimer for out-of-state mailings, since the company’s bills are mailed from Puyallup, WA.
Tariff WN-U1, Rule 12	The following language conflicts with the company’s tariff: “A late payment charge of \$10.00 will be added on unpaid balances at the time delinquent notice is mailed.” The company’s tariff sets a late payment charge of \$5.00.
WAC 480-110-355(3)	The following language violates WAC 480-110-355(3): “Water may be shut off without further notice 10 days after this bill becomes delinquent, if still unpaid.”
Tariff WN-U1, Rule 7; WAC-110-355(3)(e)	The following language conflicts with the company’s tariff: “A reconnection charge of \$50.00 will be added to all delinquent accounts at 9:00 a.m., on the scheduled disconnection day without further notice.” The company’s tariff sets a reconnection charge of \$25.00. This language is also not in compliance with WAC110-355(3)(e), which specifies notice requirements for disconnection of service. A reconnection charge cannot automatically be added on the disconnection day. The customer could still pay the delinquent balance to the employee that is dispatched to perform the disconnection. The reconnection charge is applied when the customer has been disconnected and requests to be reconnected.
WAC-110-355(5)	The following language is not in compliance with WAC 480-110-355(5): “All amounts due must be paid in full prior to reconnection of water service.” The customer has the option of paying the reconnection charge and a deposit to restore service.

⁶ A copy of the technical assistance provided in response to complaint 117357 is attached as Attachment F.

Item	Technical Assistance
Tariff WN-U1	The following fee does not appear in the company's tariff: "Check pick up or after hours charge \$25.00."
Tariff WN-U1	The following fee does not appear in the company's tariff: "NSF Charge – Returned check fee - \$35.00 plus any additional charges due to NSF check."
Tariff WN-U1, Schedule No. 10	The following language is misleading: "Replacement of meter due to non-payment \$500.00." Staff recommended the language be changed to: "If your meter is removed due to non-payment, there will be a \$500.00 service connection charge for reinstallation."
Tariff WN-U1, Rule 14; WAC 480-110-355(3)(b)(i), WAC 480-110-355(3)(b)(ii)	This section of the company's tariff contains outdated language for discontinuance of service. The option for the company to contact the customer by telephone as a second disconnect notification was removed in General Order R-467, effective Dec. 31, 1999. The acceptable options are now personal delivery or delivery via mail.

2013 Tariff Revision (UW-121904)

On Nov. 30, 2012, Eastwood Park filed a revision to Tariff WN-U1 that would generate \$10,320 (29 percent) additional annual revenue. The proposed effective date was Jan. 1, 2013. On Dec. 27, 2012, the commission issued a Complaint and Order Suspending Tariff Revision. After review, staff determined that the company's books and records supported a lower revenue requirement of \$1,418 (3.6 percent) additional annual revenue. On Feb. 26, 2013, the company filed revised rates at staff-recommended levels. The matter came before the Commission open meeting on March 28, 2013. Pursuant to the Commission's Order 02, the new rates were allowed to become effective April 1, 2013, as follows:

Monthly Rate	Old Rate (effective until Mar. 31, 2013)	New Rate (effective April 1, 2013)
Base Rate	\$30.00	\$31.00
0 – 500 Cubic Feet	\$1.00*	\$1.00*
501-1,000 Cubic Feet	\$1.00*	\$1.25*
Over 1,000 Cubic Feet	\$1.50*	\$1.60*

*Per 100 Cubic Feet.

Investigation

Staff initiated this investigation into Eastwood Park's business practices based on evidence that the company was charging rates that violated its tariff. The company has also demonstrated continued non-compliance with commission rules related to availability of information and form of bills, despite receiving technical assistance in these areas.

INVESTIGATION

Data Request

On June 26, 2013, staff requested the following records from Robert Green:

1. A list of customers for whom Eastwood Park Water Co. provides utility services.
2. Copies of every water bill issued for the period of March 1, 2013 through June 15, 2013, in which the customer was assessed a fee, including but not limited to, late fees, set-up fees, disconnect fees, or other miscellaneous charges.
3. Records of any payment arrangements made between Eastwood Park Water Co. and any customers for payment of past due amounts. Such records must include the details of any payment arrangements and any amount forgiven by Eastwood Park Water Co., details of amounts designated as prior obligation, and details of amounts sent to collections.
4. The name, title, telephone number, and e-mail address of a contact person with whom our staff can work directly for questions that may arise concerning any details of the data.

Staff requested that Eastwood Park respond to the data request no later than July 17, 2013.⁷ On July 15, 2013, Robert Green sent staff a 43-page document via email containing a customer list and copies of bills issued over the four-month period in which customers were assessed fees. Mr. Green stated that the company has not made any payment arrangements with its customers or sent any accounts to collections. He listed himself as the contact person. In this report, staff refers to this dataset as “original data.”

On July 17, 2013, staff requested that Mr. Green provide the service addresses for customers whose billing addresses are not in the company’s service area. Staff also requested that Mr. Green provide more information about six charges for “turn-off fees” charged during the four-month period, including: 1) the reason for the disconnection; 2) the date the customer was notified; and 3) the date that payment was received and the method of payment. Staff requested a response by July 24, 2013.

On July 18, 2013, staff requested copies of bills for all 87 accounts issued on April 1, 2013. Staff also requested a statement, for each account, of fees assessed for late payment and reconnection (“turn-off fees”), including the date the fee was assessed and the amount of the fee. Staff requested data going back to when the company began charging late fees higher than \$5 and reconnection fees higher than \$25. Staff requested a response by July 26, 2013.

On July 22, 2013, Mr. Green provided an incomplete response to staff’s request for additional data, including the reason for disconnection and the date and method of payment. Mr. Green provided a copy of the company’s standard disconnect notice. Mr. Green did not provide the dates that customers received disconnect notices.

On July 24, 2013, staff again requested that Mr. Green provide the dates that customers were notified of disconnection of service. Mr. Green responded, describing his company’s general practice regarding disconnect notices. But, he did not provide the specific dates of notice for the five accounts requested.

⁷ A copy of the commission’s data request is attached as Attachment G.

On July 25, 2013, Mr. Green requested an extension to furnish the additional data by July 31, 2013. Staff granted the extension.

On July 31, Mr. Green provided: 1) copies of 97 customer bills issued April 1, 2013; 2) handwritten records of all late fees assessed in 2011 and 2013; and 3) handwritten records of all reconnection fees, new customer fees and NSF fees assessed 2011, 2012, and 2013. In this report, staff refers to this dataset as “supplemental data.”

On Aug. 5, staff requested that Mr. Green provide the records of late fees assessed in 2012 as soon as possible.

On Aug. 6, Mr. Green provided an electronic copy of the company’s handwritten records of late fees assessed in 2012.

On Aug. 6, staff notified Mr. Green that his response to staff’s July 17 request for additional information regarding the five accounts that received disconnect notices was incomplete. Staff requested that Mr. Green provide the dates of the disconnect notices.

On Aug. 8, Mr. Green replied via email, describing the dates he provided notice of disconnection to the five accounts.

Staff used the documents and information furnished from the original data request, all subsequent responses from Eastwood Park, and commission records to conduct this investigation of Eastwood Park’s business practices.

FORM OF BILLS

WAC 480-110-375 provides the requirements for form of bills sent to customers, with which all water companies must comply. In addition to technical assistance received in 2008, Eastwood Park received extensive technical assistance regarding form of bills as a result of a site visit conducted by commission staff in January 2013, and in response to a consumer complaint, No. 117357, in June 2013. The company was notified of violations of the following rules:

- **WAC 480-110-375(1)(b)**, which requires that customer bills show a reference to the applicable rate schedule.
- **WAC 480-110-375(1)(c)**, which requires that customer bills identify and show each separate charge as a line item.
- **WAC 480-110-375(1)(e)**, which requires that customer bills include enough information that, together with tariff rates, the customer can calculate his or her bill.
- **WAC 480-110-375(1)(f)**, which requires that the minimum specified time required before a bill becomes delinquent if not paid is 15 days.
- **WAC 480-110-375(1)(h)**, which requires that customer bills include the current and previous meter readings, the current read date, and the number and kind of units consumed.

In addition, the company was notified via email on June 13, 2013 that the back of its bills contained references to several fees that are inconsistent with the company's tariff, or do not appear in the tariff at all:

- **\$35 NSF Charge:** This fee does not appear in the company's tariff.
- **\$10 late fee:** The company's tariff allows a late fee of \$5.
- **\$50 reconnection charge:** The company's tariff includes a reconnection charge of \$25.
- **\$25 check pick-up or after-hours charge:** This fee does not appear in the company's tariff.

Investigation

The company provided a total of 37 bills in response to the original data request, representing bills in which customers were charged a fee. In response to consumer complaint 117357, the company also provided an example of the bills that were issued to customers on July 1, 2013. Staff based its investigation of bill format issues on the company's most recent bill.⁸

Findings

Staff found that the bill issued on July 1, 2013, included many, but not all of the changes that staff has recommended. The company removed the charges that do not appear in the company's tariff, and corrected the amounts of the late fee and reconnection fees. The company also began listing its base charge as a separate line item, and the bill includes enough information for staff to calculate the charges using the company's tariff. When complaint 117357 was filed on April 18, 2013, the company had already corrected language that previously appeared on the bill that was in violation of WAC 480-110-375 because it did not allow 15 days to pay.

⁸ The company's most recent form of bill, issued July 1, 2013, is attached as Attachment H.

Repeat Violations

Staff found that the bill issued on July 1, 2013, included many, but not all of the changes that staff previously recommended. The current form of bill continues to violate commission rules as follows:

- **The bill does not include a reference to the applicable rate schedule:** WAC 480-110-375(1)(b) states that customer bills must show a reference to the applicable rate schedule. The applicable rate schedule is WN U-1, Second Revised Sheet No. 2, Schedule No. 2.
- **The bill does not specify what date the meter was read:** WAC 480-110-375(1)(h) specifies that the bill must include the current and previous meter readings, the current read date, and the number and kind of units consumed. The bill includes “service from,” and “service to” dates, but it does not explicitly state what date the meter was read.

Recommendations

Penalties

Staff recommends penalties of \$100 for two violations of WAC 480-110-375, for a total of \$200, as follows:

- \$100 for failing to include a reference to the applicable rate schedule, in violation of WAC 480-110-375(1)(b).
- \$100 for failing to include the date the meter was read, in violation of WAC 480-110-375(1)(h)

Because Eastwood Park implemented many of staff’s recommendations regarding form of bills in response to staff’s technical assistance on June 13, 2013, and because these are the first penalties the company has received for these particular violations, staff cited one violation for each violation category (rather than 97 violations, which represents the number of non-compliant bills reviewed in this investigation, or 194 violations, which represents two violations per bill.)

Future violations will result in escalated penalties.

Technical Assistance

Staff has provided comprehensive technical assistance regarding form of bill issues in this report, and in past correspondence. Staff is also available to answer any questions that the company has regarding form of bill issues. If further violations are found, staff will recommend further penalties.

The company must list the applicable rate schedule on its bill and specify what date the meter was read. In addition, staff found that the front of the bill contains a spelling error: “Water rate tarrif is available upon request.” This should be corrected to state, “Water rate *tariff* is available upon request,” as required by WAC 480-110-315 (7)(b).

BILLED RATES

RCW 80.28.080 requires that no water company “shall charge, demand, collect or receive a greater or less or different compensation for any service rendered or to be rendered than the rates and charges applicable to such service as specified in its schedule filed and in effect at the time.”

Investigation

Original Data

In response to its initial data request, staff received 36 bills that included a late fee. Six bills included a “turn-off fee,” as follows:

Bill Date	Number of Bills	Late Fees	“Turn-off” Fees
3/1/2013	4	3	1
4/1/2013	9	9	1
5/1/2013	12	12	3
6/1/2013	12	12	1
Total	37	36	6

Staff found that Eastwood Park failed to comply with its tariff as follows:

- **Late Fees:** The company’s tariff includes a late fee of \$5. Eastwood Park charged customers a late fee of \$10 a total of 31 times between Mar. 1, 2013, and June 1, 2013. The company charged customers the correct late fee of \$5 a total of five times during that same period.
- **“Turn-off Fees” / Reconnection Fees:** Multiple bills had a notation of a \$50 charge for a “turn-off fee”⁹. The company’s tariff does not include a “turn-off fee.” However, it does include a reconnection charge of \$25. In this investigation, Mr. Green indicated that the “turn-off fee” was actually a reconnection fee and he just billed it as a “turn-off fee”, even though his practice was to not even physically disconnect service.¹⁰ Eastwood Park charged customers a improper reconnection fee of \$50 a total of five times between Mar. 1, 2013, and June 1, 2013..
- **NSF Fee:** The back of the bill includes a reference to a \$35 NSF fee. Staff did not find any instances of customers being charged this fee during the review period, but it does not appear in the company’s tariff. The company has been advised in past technical assistance that it needs to file for a tariff revision if it wants to be able to assess this fee.
- **Usage Rates:** The company’s revised tariff rates went into effect on April 1, 2013. Bills issued April 1, 2013, include a base rate of \$31, billed in advance, and usage from Mar. 1, 2013 – Mar. 31, 2013, billed in arrears. Eastwood Park billed customers for March 2013 usage at the new tariff rates. These rates did not go into effect until April 1, 2013.

⁹ See Attachment I for an example of a bill with a “turn-off fee” charge.

¹⁰ See the “Discontinuing of Service” section, on page 19 of this report, for staff’s assessment of the company’s practices regarding discontinuation of service.

Supplemental Data

These discrepancies prompted staff to request copies of customer bills issued April 1, 2013, for all 87 accounts, and records of fees charged for late payment and reconnection since the time the company began charging a late fee exceeding \$5 and a reconnection fee exceeding \$25.¹¹ Based on inconsistencies between the company's records and the bills that staff reviewed for 2013, staff is not confident that the company has kept accurate records. In cases where the supplemental data was inconsistent with the original data that staff received for 2013, staff referred to the original data.

Findings

Staff found that the company charged rates for usage, late fees, reconnection fees, and NSF fees that were higher than the rates specified in its tariff schedule, in violation of RCW 80.28.080.

Usage

Eastwood Park bills customers for usage in arrears. The bills issued on April 1, 2013, included a \$31 base rate, and usage for Mar. 1 – Mar. 31. The new rates for usage were approved for April usage, which was billed on May 1, 2013.¹²

- Staff found that Eastwood Park billed 50 customers for usage using the new tariff rates on April 1, 2013, for a total of 50 violations of RCW 80.28.080.¹³ The new usage should not have been applied until the May billing. Only customers whose usage exceeded 500 cubic feet were affected. The total amount of usage overcharges was \$40.71

Late Fees

Eastwood Park's tariff includes a late fee of \$5.¹⁴ Staff found that the company has been charging customers late fees of \$10 since 2011.¹⁵ A breakdown of the overcharges the company billed for late fees from 2011 to 2013, is as follows:

- In 2011, Eastwood Park charged 26 customers late fees of \$10, for a total of 108 violations of RCW 80.28.080. The total amount of late fee overcharges was \$540.
- In 2012, the company charged 41 customers late fees of \$10, for a total of 113 violations of RCW 80.28.080. The total amount of late fee overcharges was \$565.
- In 2013, the company charged 23 customers late fees of \$10, for a total of 43 violations of RCW 80.28.080. The total amount of late fee overcharges was \$215.

The total amount of late fee overcharges between 2011 and 2013, was \$1,320.

¹¹ See Attachment M for accounting records provided by company.

¹² See Attachment O for First and Second Revised Tariff Sheet No. 22

¹³ See Appendix A - Usage Rates

¹⁴ See Attachment K for Tariff Page No. 9.

¹⁵ See Appendix B - Late Fees

Reconnection Fees

The company's tariff includes a reconnection fee of \$25.¹⁶ Staff found that the company has been charging customers reconnection fees of \$50 since 2011.¹⁷ A breakdown of the overcharges the company billed for reconnection fees from 2011 to 2013, is as follows:

- In 2011, Eastwood Park charged eight customers reconnection fees of \$50, for a total of 11 violations of RCW 80.28.080. The total amount of reconnection fee overcharges was \$275.
- In 2012, the company charged 13 customers reconnection fees of \$50, for a total of 22 violations of RCW 80.28.080. The total amount of reconnection fee overcharges was \$550.
- In 2013, the company charged four customers reconnection fees of \$50, for a total of six violations of RCW 80.28.080. The total amount of reconnection fee overcharges was \$150.

The total amount of reconnection fee overcharges between 2011 and 2013 was \$975.

NSF Fees

Eastwood Park's Tariff does not include an approved fee for insufficient funds (NSF). Because the company did not assess any fees for insufficient funds during the four-month review period covered by the original data request, staff did not request any additional information regarding NSF fees. However, the company voluntarily provided records for NSF fees assessed in 2011 and 2013.¹⁸

- In 2011, Eastwood Park charged six customers NSF fees of \$35, for a total of six violations of RCW 80.28.080. The total amount of NSF fee overcharges was \$210.
- in 2013, Eastwood Park charged three customers NSF fees of \$35, for a total of three violations of RCW 80.28.080. The total amount of NSF fee overcharges was \$105.

The total amount of NSF fee overcharges in 2011 and 2013 was \$315.

Recommendation

Customer Credits

Staff recommends that Eastwood Park issue credits to customers who were assessed non-tariff rates for fees from 2011-2013. Non-tariff rates include fees that are either not listed in the companies tariff, or exceed the allowed amounts . Staff's recommended credit schedule, totaling \$2,900.71, is attached as Appendix E.

Staff also recommends that the company perform its own review of its records, to ensure that all customers have received credits for improper charges, and submit this information with its written compliance plan.

¹⁶ See Attachment L for Tariff page No. 7

¹⁷ See Appendix C - Reconnection Fees

¹⁸ See Appendix D - NSF Fees

Penalties

Staff also recommends penalties of \$100 for each of four violations of RCW 80.28.080, for a total of \$400, as follows:

- \$100 for charging 50 customer rates for usage on April 1, 2013 in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for late fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for NSF fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for reconnection fees in violation of the company's tariff, and RCW 80.28.080.

Because these are the first penalties the company has received for these particular violations, staff cited one violation for each violation category (rather than 69 violations, which represents the number of customers billed rates not included in the company's tariff since 2011, or 367 violations, which represents the actual number of violations found by staff.) **Future violations will result in escalated penalties.**

RATE DISCRIMINATION

Investigation

RCW 80.28.100 prohibits rate discrimination, stating that no water company, “shall, directly or indirectly, or by any special rate, rebate, drawback or other device or method, charge” a greater or lesser amount to one person than the amount charged to all other persons.

Staff found that Eastwood Park committed rate discrimination on four occasions, as follows:

- On April 18, 2013, an Eastwood Park customer filed a consumer complaint with the commission, alleging that Eastwood Park charged him an incorrect rate on his April 1, 2013, bill. On May 1, 2013, Eastwood Park Water Co. credited the customer \$0.16. Correspondence provided by Mr. Green during the complaint investigation on April 14 indicated that he was aware that the new base rate should go into effect April 1, and the new rates for usage should not go into effect until the May 1 billing. He agreed to credit the customer’s account \$.16 for the discrepancy, but he did not indicate that the mistake affected 50 of the company’s customers, whose bills were affected by the new tariff rates.
- On May 1, 2013, the company charged two customers late fees of \$5, and ten customers late fees of \$10.
- On June 1, 2013, the company charged three customers late fees of \$5, and nine customers late fees of \$10.

Findings

Staff finds that Eastwood Park charged discriminatory rates when it issued a credit to only one customer for a mistake that affected 50 of its customers, in violation of RCW 80.28.100. The company also engaged in discriminatory rate charges 24 times over the four-month review period, when it charged some, but not all, customers rates that were higher than what appears in the company’s tariff, in violation of RCW 80.28.100.

Recommendation

Staff recommends penalties of \$100 for each of three violations of 80.28.100, for a total of \$300, as follows:

- \$100 for issuing a credit to one customer for a mistake that affected 50 customers.
- \$100 for charging discriminatory rates for late fees on May 1, 2013.
- \$100 for charging discriminatory rates for late fees on June 1, 2013.

Because these are the first penalties the company has received for these particular violations, staff cited one violation for each billing cycle in which the company charged discriminatory late fees (rather than 24 violations, which represents the number of customers charged discriminatory rates over the four-month review period, or 261 violations, which represents one violation per customer per instance of rate discrimination.) **Future violations will result in escalated penalties.**

DISCONTINUING OF SERVICE

WAC 480-110-355 describes the rules for disconnection of water utility service. WAC 480-110-355(3) describes the notice requirements for disconnecting service. WAC 480-110-355(3)(a) requires that a water company serve a written disconnection notice on the customer, either by mail, or at the company's option, by personal delivery of the notice to the customer's address, attached to the primary door. Each disconnection notice must include:

- A delinquent date that is no less than eight business days after the date of personal delivery or mailing if mailed from inside the state of Washington, as required by **WAC 480-110-355 (3)(a)(i)**.
- All pertinent information about the reason for the disconnection notice and how to correct the problem, as required by **WAC 480-110-355 (3)(a)(ii)**.
- The company's name, address, and telephone number by which a customer may contact the company to discuss the pending disconnection of service, as required by **WAC 480-110-355 (3)(a)(iii)**.

In addition, a second notice must be provided by one of the following two methods, as required by WAC 480-110-355(3)(b):

- **Delivered notice.** The company must deliver a second 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 hours after the time of delivery that allows the customer until 5:00 p.m. the following day to comply, as required by **WAC 480-110-355(3)(b)(i)**.
- **Mailed notice.** The company must mail a second notice, which must include a deadline for compliance that is no less than three business days after the date of mailing if mailed within the state of Washington, as required by **WAC 480-110-355(3)(b)(ii)**.

Disconnection notices must:

- Include detailed information pertinent to the situation, required by **WAC 480-110-355(3)(c)(i)**.
- Include the company's name, address and telephone number by which the customer may contact the company to discuss the pending disconnection of service (**WAC 480-110-355(3)(c)(ii)**).
- Expire after ten business days from the first day that the company may disconnect service, unless other mutually agreed upon arrangements have been made and confirmed in writing by the company. If mutually accepted arrangements are not kept, the company may disconnect service without further notice (**WAC 480-110-355(3)(c)(iii)**).

When disconnection does not take place due to payment made by the customer, the company may assess a fee for the disconnection visit to the service address *as provided in the company's tariff*. The disconnection notice must describe the disconnection visit charge, the amount, and the circumstances under which the charge will be made, as required by WAC 480-110-355(3)(e).

Investigation

Eastwood Park charged reconnection fees to five customers for non-payment from Mar. 1, 2013, to June 1, 2013. Staff requested additional information regarding the five accounts that were assessed reconnection fees. As stated previously, these fees were described on each bill as a “turn-off fee” or referred to in company written responses to Staff requests for information as a “disconnect charge” or “turn off fee”¹⁹. The company responded that it provided notice as follows:²⁰

- **Customer #088:** The customer was assessed a disconnect charge of \$50 on their bill issued May 1, 2013. The total amount due was \$175.62. On May 16, the company called the customer and left a message. On May 20, Mr. Green went to the customer’s house to deliver a disconnect notice, and collected a check from the customer’s house for \$175. The company did not disconnect the customer’s water service.
- **Customer #020:** The customer was assessed a disconnect charge of \$50 on their bill issued March 1, 2013. The total amount due was \$179.56.²¹ On Mar. 15, the company called the customer and left a message. On March 15, Mr. Green collected a check from the customer’s house for \$200. The company did not disconnect the customer’s water service.
- **Customer #008:** The customer was assessed a disconnect charge of \$50 on the bill issued May 1, 2013. The total amount due was calculated as \$152.48.²² On March 15, the company called the customer and left a message. On March 28, the company posted a disconnect notice on the gate to the property. On April 1, the company mailed a second notice with the monthly bill. On April 9, the customer made a partial payment in the amount of \$44.41. On April 16, the company called and left a message. On April 28, the company posted a disconnect notice on the gate to the property. On May 15, the company called and left a message. On May 28, the customer made a payment of \$112.48. The company did not disconnect the customer’s water service.
- **Customer #059:** The customer was assessed a disconnect charge of \$50 on their bill issued April 1, 2013. On March 15, the company called the customer and their phone was disconnected. On March 18, the company mailed a disconnect notice. On March 26, the company posted a notice on the customer’s front door. On April 15, the company posted a third reminder on the customer’s front door. On April 26, the company posted a fourth reminder notice on the customer’s front door. On April 30, the customer called the company, and Mr. Green collected a check from the customer’s house for \$142.00. The company did not disconnect the customer’s water service.

¹⁹ The Company also explained to Staff during this investigation that the purpose of the fee is for reconnection, although this is not how the fee is described on these bills and the amount billed (\$50) does not match the tariffed reconnection charge (\$25). Also see Attachment J for company accounting ledger.

²⁰ See Attachment M for a copy of Aug. 8, 2013, email from Mr. Green to staff.

²¹ See Attachment I. The total amount billed includes the previous balance, current amount due and a late fee. The bill total does not include the \$50 “turn off” or disconnect fee. If this fee was included, the total amount due would be \$229.56. The customer was also assessed a disconnect fee of \$25 on their bill issued June 1, 2013. The company did not provide any information about the notice for the June 1 bill.

²² The charges on the bill actually add up to \$152.68.

- **Customer #015:** The customer was assessed a disconnect charge of \$50 on their bill issued May 1, 2013. The total amount due on the bill was \$141.12. On April 15, the company posted a disconnect notice on the customer's front door. On April 26, the company posted a second disconnect notice on the customer's front door. On May 16, Mr. Green collected a cash payment from the customer in the amount of \$141.12. The company did not disconnect the customer's water service.

Findings

Staff found that the company's method of assessing these fees violates commission rules and the company's tariff. It appears that the company's standard practice is to automatically apply a \$50 "turn-off fee" to delinquent accounts, even when it does not disconnect service. When disconnection does not take place due to a payment made by the customer, WAC 480-110-355(3)(e) states that the company may assess a fee for the disconnection visit to the service address *as provided in the company's tariff*. The company's tariff does not provide a fee for a disconnection visit.

Instead, the company's tariff states:

"A reconnection charge of \$25.00 per service shall be made for any subsequent reconnection of the customer's service to the utility's distribution system. Such charge is to apply only in cases where service has been discontinued on account of delinquent account, request of the customer, refusal to make proper repairs or similar cause." (WN U-1, page 7)

Schedule 12 of the company's tariff also includes a \$25 "site visit" charge, but this fee is intended for the purposes of assessing the presence of cross connections, not for disconnecting service.

Each of the five customers above were charged a \$50 fee, which the company described on their bills as a "turn off fee." There is no "turn off" fee nor is there a fee for a disconnection visit set forth in the company's tariff. Moreover, because the \$25 "reconnection charge" set out in the company's tariff only applies in cases where service has been discontinued, and the none of these customers had their service disconnected, the reconnection charge was inapplicable. Staff finds that the these five "turn off fee" charges are non-tariff charges, in violation of RCW 80.28.080.

If the company wishes to assess a fee for a disconnect visit that does not result in service disconnection, it must include this fee in its tariff. The company must also ensure that its disconnect notice describes the disconnection visit charge, the amount, and the circumstances under which the charge will be made, as required by WAC 480-110-355(3)(e).

Staff found that two customers were not provided any written notice of disconnection of service, but were each assessed a \$50 “turn-off fee”:

- Customer #088: Company did not provide any written disconnect notice, in violation of WAC 480-110-355(3)(a) and WAC 480-110-355(3)(b) (**2 violations**).
- Customer #020: Company did not provide any written disconnect notice, in violation of WAC 480-110-355(3)(a) and WAC 480-110-355(3)(b) (**2 violations**).

In addition, staff found that the company’s timing and method of notice for disconnection is inconsistent. Since the company did not provide (and staff did not request) copies of all original disconnect notices issued to customers during the review period, staff was unable to determine whether the company’s disconnect notices met all of the requirements of WAC 480-110-355(3). The company provided its standard disconnect notice, which is attached as Attachment N. Based on the information provided by the company, staff found the following violations of WAC 480-110-355, and is providing technical assistance as follows:

- **Customer #008:** The company mailed a disconnect notice on March 28. This notice should have provided the customer with eight business days to pay, as required by WAC 480-110-355(3)(a)(i). The company mailed a second notice on April 1. This notice was mailed prior to the deadline provided by the first notice, in violation of WAC 480-110-355(3)(a)(i) (**1 violation**). The customer made a partial payment on April 9. At this time, the company should have provided a second disconnect notice, allowing until 5:00 pm on April 10 to pay. Since the company did not provide a second notice, in violation of WAC 480-110-355(3)(b)(i), the disconnect notice should have expired ten days from the first day that the company may disconnect service, unless other mutually agreed upon arrangements were made and confirmed in writing, as required by WAC 480-110-355(3)(c)(iii) (**1 violation**). Since no formal arrangements were made, this notice should have expired on April 24. The company posted a third disconnect notice on the customer’s door on April 28. Since the original notice expired, this notice should have been treated as a first notice, giving the customer eight business days to pay, as required by WAC 480-110-355(3)(a)(i). On May 8, the company should have posted a second disconnect notice on the customer’s door, allowing until 5:00 pm on May 9 to pay, as required by WAC 480-110-355(3)(b)(i) (**1 violation**). At that time, the company should have either disconnected the customer’s water, or made formal arrangements with the customer to pay the remaining balance. The company should not have assessed a reconnection fee without disconnecting the customer’s water service (**1 Tariff violation**). According to the company, the customer was “short on money,” and made partial payments over the course of several months, with no formal payment arrangements.
- **Customer #059:** On March 18, the company mailed a disconnect notice to the customer. The notice should have provided the customer with eight business days to pay, as required by WAC 480-110-355(3)(a)(i). On March 26, the company posted a second disconnect notice on the customer’s door. This notice should not have been posted until March 28, as required by WAC 480-110-355(3)(a)(i), and should have allowed the customer until 5:00 pm on March 29 to pay, as required by WAC 480-110-355(3)(b)(i) (**1 violation**). Since the customer’s water service was not disconnected, and no payment

arrangements were made, this notice would have expired on April 12, as required by WAC 480-110-355(3)(c)(iii). On April 15, the company posted a third disconnect notice on the customer's door. Since the second notice was allowed to expire, this notice should have been treated as the first notice, giving the customer eight business days to pay, as required by WAC 480-110-355(3)(a)(i). On April 26, the company posted a second disconnect notice on the customer's front door. This notice should have given the customer until 5:00 pm on April 27 to pay, as required by WAC 480-110-355(3)(b)(i). At that time, the company should have either disconnected the customer's water, or made formal arrangements with the customer to pay the remaining balance. The company should not have assessed a reconnection fee without disconnecting the customer's water service (**1 Tariff violation**).

- **Customer #015:** On April 15, the company posted a disconnect notice on the customer's front door. This notice should have allowed the customer eight business days to pay, as required by WAC 480-110-355(3)(a)(i). On April 26, the company posted a second disconnect notice on the customer's front door. This notice should have given the customer until 5:00 pm on April 27 to pay, as required by WAC 480-110-355(3)(b)(i). Since the customer's water service was not disconnected, and no payment arrangements were made, this notice would have expired on May 10, as required by WAC 480-110-355(3)(c)(iii). The company should not have assessed a reconnection fee without disconnecting the customer's water service (**1 Tariff violation**).

Technical Assistance

Staff provided technical assistance to Eastwood Park regarding discontinuing of service on Jan. 17, 2008, via email.²³ Staff recommends that the company closely review the rules for disconnection of service. In particular, staff recommends that the company ensure that its disconnect notices are in compliance with WAC 480-110-355(3)(b)(i) and WAC 480-110-355(3)(b)(ii). In cases where customers habitually miss payments, staff recommends that the company make formal payment arrangements.

²³ A copy of staff's email to Mr. Green is attached as Attachment A

Recommendations

Penalties

Staff recommends penalties of \$100 for each of five violations of WAC 480-110-355(3), for a total of \$500, as follows:

- \$100 for failure to provide a first written notice of disconnection, as required by WAC 480-110-355(3)(a).
- \$100 for failure to provide a second written notice of disconnection, as required by WAC 480-110-355(3)(b).
- \$100 for failure to provide a customer with eight days to pay before issuing a second notice, as required by WAC 480-110-355(3)(a)(i).
- \$100 for failure to deliver a second notice to the customer with a deadline for compliance that is no less than 24 hours after the time of delivery that allows the customer until 5:00 p.m. of the following day to comply, as required by WAC 480-110-355(3)(b)(i).
- \$100 for failure to allow a disconnect notice to expire after ten business days from the first day that the company may disconnect service, or make formal payment arrangements confirmed in writing by the company, as required by WAC 480-110-355(3)(c)(iii).

Staff also recommends a penalty of \$100, for charging customers who did not have their service disconnected “turn off” fees that are not set out in the company’s tariff, in violation of RCW 80.28.080.

Because these are the first penalties the company has received for these particular violations, staff cited one violation for each violation category (rather than 16 violations, which represents the actual number of violations of WAC 480-110-355(3) and RCW 80.28.080 found by staff.)

Future violations will result in escalated penalties.

Customer Credits

Because the company assessed a “turn off” fee that is not provided for in its tariff and involved no disconnection of service, staff recommends that the company credit the five accounts for each improper fee, as follows:²⁴

Account	Credit Amount
088	\$50
020	\$50
008	\$50
059	\$50
015	\$50

Staff also recommends that the company immediately cease assessing a fee for reconnection in cases where service is not disconnected. If the company wishes to assess a fee for a disconnect visit, it must file a tariff revision. Further violations associated with the amount of the company’s reconnection fee are referred to in the “Billed Rates” section of this report.

²⁴ See staff’s recommended credit schedule, attached as Appendix E.

Staff also found that Rule 14 of Tariff WN-U1 contains rules for “Discontinuance of Service” that are no longer in compliance with WAC 480-110-355. Commission rules require that a company issue two written notices prior to disconnection. The company’s tariff includes a telephone call as a valid form of notice. Staff recommends that the company file a tariff revision to update Rule 14 to comply with WAC 480-110-355.

SUMMARY OF RECOMMENDATIONS

Revised Code of Washington (RCW) 80.04.405 authorizes the commission to assess penalties of \$100 for violations of commission rules. The commission also has the authority to assess penalties of up to \$1,000 per violation, per day following a formal complaint and hearing.²⁵ Each violation is a separate and distinct offense and, in the case of a continuing violation, every day's continuance is a separate and distinct violation.

In this investigation, staff documented 833 violations of WAC 480-110. Staff typically recommends a "per violation" penalty against a regulated company where the violations result in serious customer harm; for repeat violations of a rule after a company receives technical assistance from staff; or for intentional violations of commission laws or rules.

In this case, staff recommends penalties of \$100 for each category of violation that staff believes has the most direct impact on the company's customers, for a total of \$1,500.²⁶ Staff believes the following factors support the recommended penalties:

1. How serious or harmful the violation is to public.

Eastwood Park collected late fees, reconnection fees and NSF fees at unauthorized rates for more than two years. Sixty-nine of the company's 87 customers were affected. During that time, some customers were charged in excess of \$200 more than the company was authorized to collect. These business practices were harmful to the company's customers.

2. Whether the violation is intentional.

Following a January 2013 site visit, the company failed to implement staff technical assistance, and continued to charge rates in violation of its tariff. This creates a presumption that the violations that continued after January 2013 were intentional.

3. Whether the company self-reported the violation.

The company did not self-report any violations. The violations became known to staff during a tariff filing and consumer complaint investigation.

4. Whether the company was cooperative and responsive.

The company was cooperative and responsive during the investigation.

²⁵ RCW 81.04.380 allows the commission to assess a penalty of up to \$1,000 for each violation after hearing.

5. Whether the company promptly corrected the violations and remedied the impacts.

Following the 2013 tariff revision, the company allowed new usage rates to go into effect prematurely. When one customer brought the mistake to the company's attention, and filed an informal complaint with Consumer Protection staff, the company credited that individual's account, but did not disclose the number of customers affected by the mistake. The company did not take action to correct the mistake or credit all impacted customers.

Because the company did, however, take action to correct some of the form of bill violations addressed in the course of consumer complaint investigations, staff is not recommending penalties for these violations.

6. The number of violations.

Staff has documented 833 violations of WAC 480-110, a large number of violations for the amount of data requested.

7. The number of customers affected.

The company has 87 customers; 69 of them were charged unauthorized rates for usage, late fees, reconnection fees or NSF fees. All of them were affected by form of bill and access to information issues.

8. The likelihood of recurrence.

Staff does not believe the violations are likely to recur provided the company takes action to implement staff's recommendations.

9. The company's past performance regarding compliance, violations, and penalties.

The company has a history of non-compliance, but has never been assessed penalties.

10. The company's existing compliance program.

The company has no compliance program in place.

11. The size of the company.

The company's gross revenue was \$43,876 in 2010; \$39,431 in 2011; \$40,841.48 in 2012; and \$41,727.40 in 2013. Staff believes the penalty recommendation is appropriate given the size of the company.

Recommendation

Penalties

Staff recommends a total penalty of \$1,500 be imposed against Eastwood Park, for the following violations:

- \$100 for failing to include a reference to the applicable rate schedule, in violation of WAC 480-110-375(1)(b).
- \$100 for failing to include the date the meter was read, in violation of WAC 480-110-375(1)(h).
- \$100 for charging 50 customer rates for usage on April 1, 2013 in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers improper rates for late fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers rates for NSF fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers improper rates for reconnection fees in violation of the company's tariff, and RCW 80.28.080.
- \$100 for charging customers non-tariff "turn off" fees, in violation of RCW 80.28.080.
- \$100 for issuing a credit to one customer for a mistake that affected 50 customers, in violation of RCW 80.28.100.
- \$100 for charging discriminatory rates for late fees on May 1, 2013, in violation of RCW 80.28.100.
- \$100 for charging discriminatory rates for late fees on June 1, 2013, in violation of RCW 80.28.100.
- \$100 for failure to provide a first written notice of disconnection, as required by WAC 480-110-355(3)(a).
- \$100 for failure to provide a second written notice of disconnection, as required by WAC 480-110-355(3)(b).
- \$100 for failure to provide a customer with eight days to pay before issuing a second notice, as required by WAC 480-110-355(3)(a)(i).
- \$100 for failure to deliver a second notice to the customer with a deadline for compliance that is no less than 24 hours after the time of delivery that allows the customer until 5:00 p.m. of the following day to comply, as required by WAC 480-110-355(3)(b)(i).
- \$100 for failure to allow a disconnect notice to expire after ten business days from the first day that the company may disconnect service, or make formal payment arrangements confirmed in writing by the company, as required by WAC 480-110-355(3)(c)(iii).

Customer Credits

Staff recommends that Eastwood Park issue credits to customers who were assessed non-tariff rates from 2011-2013 and improperly applied reconnection fees from March 1, 2013, to June 1, 2013. Staff's recommended credit schedule, totaling \$2,900.71, is attached as Appendix E. A summary of the total customer credits by category is as follows:

Type	Approved Tariff Amount	Charged Amount	Total No. Billed	Credit Amount
Late Fee	\$5	\$10	264	\$1,320
Usage	*	*	50	\$40.71
Reconnection	\$25	\$50	39	\$975
Improper Disconnect	\$0	\$50	5	\$250
NSF	\$0	\$35	9	\$315
Totals Account Credits			367	\$2,900.71

**Amounts varied by usage (See Appendix A for customer breakdown)*

Compliance Plan

Staff recommends that Eastwood Park submit a written compliance plan to the commission addressing all violations.

Technical Assistance

Staff recommends Robert Green attend a commission-hosted rule and tariff training. Staff recommends Mr. Green closely review this report, as it provides valuable technical assistance in other areas that need improvement. If future violations are found in these areas, staff may recommend penalties or take other enforcement action.

APPENDIX A - USAGE

Account	Billed	Correct
8	\$41.34	\$40.27
11	\$45.48	\$44.03
14	\$37.23	\$36.98
15	\$38.83	\$38.26
17	\$40.00	\$39.20
19	\$38.79	\$38.23
20	\$37.56	\$37.25
26	\$59.03	\$56.73
27	\$39.34	\$38.67
28	\$38.66	\$38.13
29	\$37.28	\$37.02
32	\$37.09	\$36.87
35	\$42.30	\$41.05
36	\$38.58	\$38.06
38	\$45.51	\$44.06
39	\$38.68	\$38.14
40	\$40.00	\$39.20
41	\$61.61	\$59.15
44	\$42.60	\$41.33
46	\$38.16	\$37.73
47	\$45.32	\$43.88
49	\$42.57	\$41.30
50	\$38.30	\$37.84
51	\$40.55	\$39.64
52	\$36.29	\$36.23

Account	Billed	Correct
55	\$37.64	\$37.31
56	\$40.09	\$39.27
57	\$42.44	\$41.18
58	\$36.78	\$36.62
59	\$43.96	\$42.60
61	\$36.36	\$36.29
62	\$40.19	\$39.35
63	\$36.40	\$36.32
65	\$41.08	\$40.06
68	\$38.29	\$37.83
69	\$41.61	\$40.49
79	\$36.09	\$36.07
80	\$38.08	\$37.66
81	\$36.44	\$36.35
82	\$40.00	\$39.20
83	\$38.49	\$37.99
84	\$43.47	\$42.14
85	\$48.43	\$46.79
86	\$36.93	\$36.74
88	\$66.54	\$63.77
89	\$37.10	\$36.88
90	\$38.69	\$38.15
92	\$38.81	\$38.25
93	\$38.79	\$38.23
94	\$48.63	\$46.99

APPENDIX B – LATE FEES

2011		
Account	Violation	Total
8	5	\$50
20	10	\$1000
21	1	\$10
23	4	\$40
24	4	\$40
27	6	\$60
28	5	\$50
33	5	\$50
36	4	\$40
37	4	\$40
38	1	\$10
40	1	\$10
42	3	\$30
45	4	\$40
47	5	\$50
49	4	\$40
51	1	\$10
52	1	\$10
56	1	\$10
57	1	\$10
58	5	\$50
59	1	\$10
69	7	\$70
76	10	\$100
85	10	\$100
88	5	\$50
TOTAL	108	\$1,080

2012		
Account	Violation	Total
8	5	\$50
13	4	\$40
19	4	\$40
20	3	\$30
21	1	\$10
22	1	\$10
23	4	\$40
24	2	\$20
26	1	\$10
27	8	\$80
28	4	\$40
29	2	\$20
31	3	\$30
32	5	\$50
33	8	\$80
34	1	\$10
36	2	\$20
37	5	\$50
43	4	\$40
45	2	\$20
47	2	\$20
49	1	\$10
51	4	\$40
53	1	\$10
56	1	\$10
57	2	\$20
58	2	\$20
59	3	\$30
61	1	\$10
66	4	\$40
68	1	\$10
69	2	\$20
72	1	\$10
76	5	\$50
79	1	\$10
80	1	\$10
81	1	\$10
82	4	\$40
83	1	\$10
88	5	\$50
89	1	\$10
TOTAL	113	\$1,130

2013		
Account	Violations	Total
8	1	\$10
13	1	\$10
15	2	\$20
18	1	\$10
19	2	\$20
20	4	\$40
23	1	\$10
24	3	\$30
27	1	\$10
29	1	\$10
36	1	\$10
37	2	\$20
47	3	\$30
48	1	\$10
49	1	\$10
52	1	\$10
57	2	\$20
59	2	\$20
85	1	\$10
88	1	\$10
89	6	\$60
93	3	\$30
94	2	\$20
TOTAL	43	\$430

APPENDIX C – RECONNECTION FEES

2011		
Account	Violations	Total
13	1	\$50
20	2	\$100
29	1	\$50
45	2	\$100
58	1	\$50
69	2	\$100
85	1	\$50
88	1	\$50
TOTAL	11	\$550

2012		
Account	Violations	Total
8	2	\$100
20	1	\$50
23	1	\$50
27	1	\$50
29	1	\$50
33	1	\$50
40	4	\$200
47	4	\$200
51	1	\$50
59	1	\$50
82	1	\$50
88	4	\$200
TOTAL	22	\$1,100

2013		
Account	Violations	Total
8	1	\$50
15	2	\$100
20	1	\$50
47	3	\$150
59	2	\$100
88	2	\$100
TOTAL	11	\$550

APPENDIX D - NSF FEES

2011		
Account	Violations	Total
8	1	\$35
29	1	\$35
59	1	\$35
81	1	\$35
85	1	\$35
88	1	\$35
TOTAL	6	\$210

2013		
Account	Violations	Total
8	1	\$35
24	1	\$35
51	1	\$35
TOTAL	3	\$105

APPENDIX E – CREDIT SCHEDULE

Account	Usage	Late Fees	NSF	Reconnection	TOTAL CREDIT
8	\$1.07	\$55.00	\$70.00	\$100.00	\$226.07
11	\$1.45				\$1.45
13		\$25.00		\$25.00	\$50.00
14	\$0.25				\$0.25
15	\$0.57	\$10.00		\$75.00	\$85.57
17	\$0.80				\$0.80
18		\$5.00			\$5.00
19	\$0.56	\$30.00			\$30.56
20	\$0.37	\$85.00		\$150.00	\$235.37
21		\$10.00			\$10.00
22		\$5.00			\$5.00
23		\$45.00			\$45.00
24		\$45.00	\$35.00		\$80.00
26	\$2.30	\$5.00			\$7.30
27	\$0.67	\$75.00		\$25.00	\$100.67
28	\$0.53	\$45.00			\$45.53
29	\$0.26	\$15.00	\$35.00	\$50.00	\$100.26
31		\$15.00			\$15.00
32	\$0.22	\$25.00			\$25.22
33		\$65.00		\$25.00	\$90.00
34		\$5.00			\$5.00
35	\$1.25				\$1.25
36	\$0.52	\$35.00			\$35.52
37		\$55.00			\$55.00
38	\$1.45	\$5.00			\$6.45
39	\$0.54				\$0.54
40	\$0.80	\$5.00			\$5.80
41	\$2.46				\$2.46
42		\$15.00			\$15.00
43		\$20.00			\$20.00
44	\$1.27				\$1.27
45		\$30.00		\$150.00	\$180.00
46	\$0.43				\$0.43
47	\$1.44	\$50.00		\$175.00	\$226.44
48		\$5.00			\$5.00
49	\$1.27	\$30.00			\$31.27
50	\$0.46				\$0.46
51	\$0.91	\$25.00	\$35.00	\$25.00	\$85.91

Account	Usage	Late Fees	NSF	Reconnection	TOTAL CREDIT
52	\$0.06	\$10.00			\$10.06
53		\$5.00			\$5.00
55	\$0.33				\$0.33
56	\$0.82	\$10.00			\$10.82
57	\$1.26	\$25.00			\$26.26
58	\$0.16	\$35.00		\$25.00	\$60.16
59	\$1.36	\$30.00	\$35.00	\$100.00	\$166.36
61	\$0.07	\$5.00			\$5.07
62	\$0.84				\$0.84
63	\$0.08				\$0.08
65	\$1.02				\$1.02
66		\$20.00			\$20.00
68	\$0.46	\$5.00			\$5.46
69	\$1.12	\$45.00		\$50.00	\$96.12
72		\$5.00			\$5.00
76		\$75.00			\$75.00
79	\$0.02	\$5.00			\$5.02
80	\$0.42	\$5.00			\$5.42
81	\$0.09	\$5.00	\$35.00		\$40.09
82	\$0.80	\$20.00		\$25.00	\$45.80
83	\$0.50	\$5.00			\$5.50
84	\$1.33				\$1.33
85	\$1.64	\$55.00	\$35.00	\$25.00	\$116.64
86	\$0.19				\$0.19
88	\$2.77	\$55.00	\$35.00	\$200.00	\$292.77
89	\$0.22	\$35.00			\$35.22
90	\$0.54				\$0.54
92	\$0.56				\$0.56
93	\$0.56	\$15.00			\$15.56
94	\$1.64	\$10.00			\$11.64
TOTAL	\$40.71	\$1,320.00	\$315.00	\$1,225.00	\$2,900.71

Attachment A

Activity Log

Case Name: Eastwood Park Water Company, Inc.

Agency Rep: Anna Gill
Time of Activity: 03/31/2010 10:00 AM
Type of Activity: Action

Body:

From: Shutler, Dennis (UTC)
Sent: Thursday, January 17, 2008 2:40 PM
To: (bobgreen@johnlscott.com)
Cc: Ward, Jim (UTC)
Subject: Commission rule on the disconnection of a customer's water

Good afternoon Mr Green:

Here is the copy of the commission's rule on properly disconnecting a customer's service/water. Don't let the size of this rule scare you, I've hi-lighted special points for you to be aware of in red

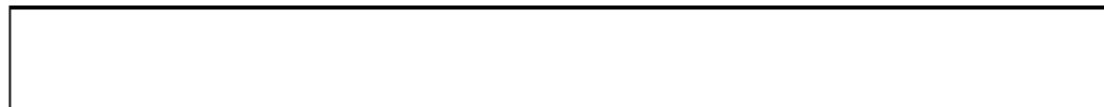
I've also hi-lighted specific text in green.

Please pay special attention to text I've underlined.

I hope this information is helpful.

For your convenience, all of my contact information is listed below.

WAC 480-110-355 Discontinuing of service:



(1) Service may be disconnected either by customer direction or by company action:

(a) **Customer-directed.** Customers wanting to discontinue service must notify the water company. The company must disconnect the service as requested by the customer. If the customer fails to request disconnection of service the customer will be responsible to continue paying for water service at the company's tariff rate until the company becomes aware that the customer vacated the property.

(b) **Company-directed: Notice requirements** - After properly notifying the customer, as explained in subsection (3) of this section, the water company may discontinue service to its customers for:

- (i) Unpaid bills, as provided for in WAC [480-110-375](#) (Form of bills);
- (ii) Water use for purposes or properties other than those specified in the customer's application for service;
- (iii) Willful waste of water through improper or defective piping, equipment, or otherwise;
- (iv) Piping or equipment that does not meet the company's standards or fails to comply with other applicable codes and regulations;
- (v) Tampering with the company's property;
- (vi) Vacating the premises;
- (vii) Nonpayment of any proper charges, including deposit, as provided in the company's tariff;

Attachment A

- (viii) Refusing to allow access as required in WAC [480-110-305](#) (Access to premises);
- (ix) Violating rules, service agreements, or effective tariffs, including violation of outdoor watering instructions given to customers in order to curtail water use during time of shortage;
- (x) Use of equipment that detrimentally affects the company's service to its other customers.

(c) **Service obtained by fraud: No notice required before termination** - A water company may terminate service without notice when it discovers that a customer has obtained service fraudulently. Examples of fraud include: When service is connected without the company's knowledge, when service is obtained by fraudulent means or representations, or when service is used to provide service to other persons who are required to obtain their own service.

(i) **First offense:** The company may disconnect service immediately and without prior notice when it discovers fraud, unless the customer immediately pays:

- (A) The tariff rate for service that the company estimates was taken fraudulently; plus
- (B) All company costs resulting from the fraudulent use and all applicable fees; plus
- (C) Any applicable required deposit.

(ii) **Second offense:** The company may disconnect service immediately and without prior notice when it discovers further fraud. The company may refuse to reconnect service to a customer who has been disconnected for further fraud.

(iii) **Commission review:** A customer may ask the commission to review any company determination of fraud through an informal or formal complaint. The company has the burden of proving that fraud occurred. However, this rule does not relieve any person who has committed fraud from civil or criminal responsibility.

(2) **Medical emergencies.** When a water company has cause to disconnect or has disconnected a residential service, it must postpone disconnection of service or must reinstate service for a grace period of five business days after receiving either verbal or written notification of the existence of a medical emergency. In cases of actual emergencies when service is reinstated, payment of a reconnection charge and/or deposit shall not be required prior to reinstatement of service.

(a) The company may require that the customer, within five business days, submit written certification from a qualified medical professional stating that the disconnection of water service would significantly endanger the physical health of a resident of the household. "Qualified medical professional" means a licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition without supervision of a physician. Nothing in this section precludes a company from accepting other forms of certification, but the maximum the company can require is written certification. If the company requires written certification, it may require that the certification include some or all of the following information:

- (i) Residence location;
- (ii) An explanation of how the physical health of the person will be endangered by disconnection of local service;
- (iii) A statement of how long the condition is expected to last; and
- (iv) The title, signature and telephone number of the person certifying the condition.

(b) A medical emergency does not excuse a customer from paying delinquent and ongoing charges. The company may require that the customer do the following within the five business day grace period: Pay a minimum of twenty-five percent of the delinquent balance and enter into

Attachment A

an agreement to pay the remaining delinquent balance within ninety days and to pay subsequent bills when due. Nothing in this section precludes the company from agreeing to an alternate payment plan, but the company may not require the customer to pay more than this subsection prescribes. The company must send a notice to the customer confirming the payment arrangements within two business days.

(c) If within the five-day grace period the customer fails to provide an acceptable payment arrangement, the company may disconnect service without further notice.

(d) If the customer fails to abide by the terms of the payment agreement the company may disconnect service without further notice.

(e) The medical certification is valid only for the length of time the health endangerment is certified to exist but no longer than six months unless renewed.

(3) **Required notice prior to disconnecting service.** Each water company must notify customers before disconnecting their service except in case of danger to life or property, fraudulent use, impairment of service, or violation of law. In all other cases, the company must not disconnect service until it has met the following requirements:

(a) The company must serve a written disconnection notice on the customer, either by mail, or, at the company's option, by personal delivery of the notice to the customer's address, attached to the primary door. Each disconnection notice must include:

(i) A delinquent date that is no less than eight business days after the date of personal delivery or mailing if mailed from inside the state of Washington or a delinquent date that is no less than eleven days if mailed from outside of the state of Washington; and

(ii) All pertinent information about the reason for the disconnection notice and how to correct the problem; and

(iii) The company's name, address, and telephone number by which a customer may contact the company to discuss the pending disconnection of service.

(b) In addition to (a) of this subsection, a second notice must be provided by one of the two options listed below:

(i) **Delivered notice.** The company must deliver a second 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 hours after the time of delivery that allows the customer until 5:00 p.m. of the following day to comply; or

(ii) **Mailed notice.** The company must mail a second notice, which must include a deadline for compliance that is no less than three business days after the date of mailing if mailed from within the state of Washington or six days if mailed outside the state of Washington.

(c) Disconnection notices must:

(i) Include detailed information pertinent to the situation; and

(ii) Include the company's name, address and telephone number by which the customer may contact the company to discuss the pending disconnection of service; and

(iii) Expire after ten business days from the first day that the company may disconnect service, unless other mutually agreed upon arrangements have been made and confirmed in writing by the company. If mutually accepted arrangements are not kept, the company may disconnect service without further notice.

(d) Except in case of danger to life or property, companies may not disconnect service on Saturdays, Sundays, legal holidays, or on any other day on which the company cannot reestablish service on the same or following day.

Attachment A

(e) A company employee dispatched to disconnect service must accept payment of a delinquent account at the service address if tendered in cash, but is not required to give change for cash tendered in excess of the amount due and owing. The company must credit any excess payment to the customer's account. When disconnection does not take place due to payment made by the customer, the company may assess a fee for the disconnection visit to the service address as provided in the company's tariff. The disconnection notice must describe the disconnection visit charge, the amount, and the circumstances under which the charge will be made.

(f) When service is provided through a master meter, or when the utility has reasonable grounds to believe service is to other than the customer of record, the company must undertake reasonable efforts to inform occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to other than the customer of record, a minimum period of five days must be allowed to permit the service users to arrange for continued service.

(g) When service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection must be provided to the director of the Washington department of health, and to the customer. Upon request to the company from the Washington department of health director or designee, an additional five business days must be allowed before disconnecting service to allow the department to take whatever steps are necessary to protect the interests of resident patients who are responsibilities of the Washington department of health.

(h) Service may not be disconnected while the customer is pursuing any remedy or appeal provided by these rules or while engaged in discussions with the company's representatives or with the commission. However, any amounts not in dispute must be paid when due and any conditions posing a danger to health, safety, or property must be corrected.

(4) **Payments at a payment agency.** Payment of any past due amounts to a designated payment agency of the water company constitutes payment when the customer informs the company of the payment and the company has verified the payment with the payment agency.

(5) **Reconnecting water service after disconnection.** The water company must restore disconnected service when the customer has paid, or the company has agreed to bill, any reconnection charge and:

(a) The causes of disconnection are removed; or

(b) The customer pays all proper charges; or

(c) The customer pays any applicable deposit as provided for in the company tariff in accordance with WAC [480-110-335](#) (Establishing credit and deposits).

The commission may order reconnection pending resolution of any bona fide dispute between the company and the customer over the propriety of disconnection.

Dennis D. Shutler | Consumer Program Specialist
Safety and Consumer Protection Division
Utilities and Transportation Commission

P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
phone: 360-664-1108 | fax: 360-664-4291 | dshutler@utc.wa.gov

Attachment B

Activity Log

Case Name: Eastwood Park Water Company, Inc.

Agency Rep: Anna Gill
Type of Activity: Action

Time of Activity: 03/31/2010 10:01 AM

Body:

From: Shutler, Dennis (UTC)
Sent: Monday, February 25, 2008 12:12 PM
To: 'Bob Green'
Cc: Ward, Jim (UTC)
Subject: Billing information for your review and implementation

Good morning Mr Green:

Here is the billing rule I promised I would forward to you.
Please review this rule in its entirety, paying special attention to the language I've **bolded**, shown in **red**, shown in **blue**, and even underlined.

Also: Here is a time-frame for your future billings we'd suggest you follow:

3/01 read meters and send bill to customers charging your current flat rate.
4/01 read meters and send bill to customers charging your current flat rate. (also list on this bill the meter reads showing the customer's usage but do not include the dollar amount for the metered usage)
5/01 read meters and send bill to customers charging your new metered rates. (list on this bill the meter reads showing the customer's usage including the dollar amount for the metered usage)
Jim Ward is planning on contacting you to meet with us later this week.
Feel free to ask any questions you have when both Jim Ward and I meet with you.
Thank you.

WAC 180-110-375 Form of Bills:

(1) Customer bills must:

- (a) Be issued at intervals not to exceed three months and identify if the water company is billing in arrears or advance;
- (b) Show a reference to the applicable rate schedule;
- (c) Identify and show each separate charge as a line item;
- (d) Show the total amount of the bill;
- (e) Include enough information that, together with tariff rates, the customer can calculate his or her bill (a copy of the tariff is available for review at company or from the commission upon request);
- (f) Show the date the bill becomes delinquent if not paid. The minimum specified time must be fifteen days after the bill's mailing date, if mailed from within the state of Washington, or eighteen days if mailed from outside the state of Washington, after the bill's mailing date.

A customer may request to pay by a certain date that is not the normally designated payment date when showing good cause. Good cause may include, but is not limited to, adjustment of a billing cycle to parallel receipt of income. The preferred payment date must be prior to the next invoice date.

- (g) Include the water company's name, business address, and telephone number and/or emergency telephone number by which a customer may contact the company;

Attachment B

(h) If the customer is metered, include the current and previous meter readings, the current read date, and the number and kind of units consumed;

(i) Show taxes and any tax percentage rate that the taxes are computed from. Taxes must be totaled to show a total taxed amount. Upon request, the company must provide a detail of the computation of the tax amount. Taxes, as used here, represent municipal occupation, business and excise taxes that have been levied by a municipality against the company, and are being passed on to the customer as a part of the charge for water service; and

(j) Clearly identify when a bill has been estimated.

(2) Each water company may prorate bills for customers who have taken service for a fraction of the billing period. If the company does not have its method of prorating bills in its tariff, the company must prorate bills in the following manner:

(a) For flat rate service, the charge must be prorated on the basis of the proportionate part of the period during which service was rendered.

(b) For metered service the charge will be equal to:

(i) The applicable minimum charge as shown in the company's tariff must be prorated on the basis of the proportionate part of the period during which service was rendered, plus

(ii) Any water usage charge computed using rates and allowances shown in the company's tariff.

(3) The water company must include its method for estimating bills in its tariff. Estimating of bills is allowed for no more than two consecutive billing cycles.

(4) When a company has cause to back-bill a customer, the company must allow the customer payment arrangements, if requested, for the same number of months to pay equal to the cumulative total of months being back-billed. (Example: If the company is back-billing for a one-year period, the company must allow the customer twelve months of equal payments to pay the total amount of the back billing.) These payments will be in addition to current billings.

Dennis D. Shutler | Consumer Program Specialist

Safety and Consumer Protection Division

Utilities and Transportation Commission

P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504

phone: 360.664.1108 | fax: 360.664.4291 | dshutler@utc.wa.gov

Attachment C

Activity Log

		Case Name:	Eastwood Park Water Company, Inc.
Agency Rep:	Anna Gill	Time of Activity:	03/31/2010 10:02 AM
Type of Activity:	Action		

Body:

From: Shutler, Dennis (UTC)
Sent: Wednesday, March 12, 2008 3:09 PM
To: 'Bob Green'
Subject: RE: Eastwood Park Invoice

Good afternoon Mr Green:

Thank you for providing me a copy of your billing to critique.
I will identify areas where you will need to either change or add information.

- WAC 480-110-375(1)(b) Form of bills. (1) Customer's bills must: (b) Show a reference to the applicable rate schedule.
The actual rate(s) must be listed on the bill, if the customer breaks into any other rate block that rate must be listed too. A customer must be able to determine his total charges from the information you provide on the bill.
- WAC 480-110-375(1)(e) Form of bills. (1) Customer's bills must: (e) Include enough information that, together with tariff rates, the customer can calculate his or her bill (a copy of the tariff is available for review at company or from the commission upon request).
This is the rule that mandates a customer must be able to determine his charges from the information you provide on the bill.
- WAC 480-110-375(1)(f) Form of bills, states in part: (1) Customer's bills must: (f) Show the date the bill becomes delinquent if not paid. The minimum specified time must be fifteen days after the bill's mailing date.
The Payment Due Date listed on your bill does not allow the customer 15 days to pay their charges after the bill date. The minimum specified time must be "fifteen" days after the bill's mailing date.
- WAC 480-110-375(1)(h) Form of bills. (1) Customer's bills must: (h) If the customer is metered, include the current and previous meter readings, the current read date, and the number and kind of units consumed.
Your bill does not list the actual read date and it does not list the total number of gallons/cubic feet consumed.

You state the total amount due changes if not paid by the due date. Please check to make sure you first have such a fee listed in your tariff before you start charging this fee and then list this charge as a separate line item on your bill.

You list only a PO Box address, this is fine for receiving mail but a PO Box is not a business address, you must list a physical address for the company on your bill.

Once you've finalized these changes, please run a revised version past me one more time.
Thank you.

Dennis D. Shutler | Consumer Program Specialist
Safety and Consumer Protection Division
Utilities and Transportation Commission

Attachment C

P.O. Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504
phone: 360.664.1108 | fax: 360.664.4291 | dshutler@utc.wa.gov

From: Bob Green [mailto:bobgreen@johnlscott.com]
Sent: Wednesday, March 12, 2008 1:50 PM
To: Shutler, Dennis (UTC)
Subject: FW: Eastwood Park Invoice

March 12, 2008

Mr. Shutler;

Enclosed you will find a copy of the billing invoice.
Please let me know what you think

Thank you
bob green

From: Mark Nimick [mailto:marknkyla@hughes.net]
Sent: Wed 3/12/2008 1:11 PM
To: Bob Green
Subject: Eastwood Park Invoice

Attachment E

Activity Log

	Complaint ID:	102608	
	Customer Name:	Clyde D. Hendrix	
Agency Rep:	Shutler, Dennis (UTC)	Time of Activity:	01/28/2008 03:26 PM
Type of Activity:	Email	Paper Record:	<input type="checkbox"/> Paper Record
Other Party:	'Bob Green'	Initiated by:	<input checked="" type="radio"/> Agency Rep <input type="radio"/> Other Party

Body:

Mr Bob Green, Eastwood Park Water Company, Inc.:

Thank you for your time and efforts in working to resolve this customer's complaint issues.

On 1/11/08, I mailed Mr a copy of the commission's consumer brochure.

On 1/27/08, EPW provided Mr a copy of its tariff.

On 1/28/08, I provided both Mr and EPW a copy of the water rules, and I also provided EPW a copy of the commission's consumer brochure.

I am now closing this customer's complaint and you too may now consider this customer's complaint closed as well.

Again, I thank you.

However, in Mr's e-mail to EPW on 1/10/08, at 2:14 pm, Mr requested EPW provide him copies of the company's tariff and the Water rules, chapter 480-110 WAC.

EPW did not respond to Mr until on 1/27/08, 2 days after this informal complaint was opened and passed to EPW, and 17 days after Mr initially requested copies of both documents.

Consequently, I have recorded a violation of the commission's rule in Washington Administrative Code (WAC) 480-110-315(5) Availability of information, against EPW, as follows:

One (1) violation of Washington Administrative Code (WAC) 480-110-315(5) Availability of information, against Eastwood Park Water Company, Inc. (EPW) for failing to acknowledge and respond to a customer's written inquiry within two weeks of receiving the customer's e-mailed request.

WAC 480-110-375(5) Availability of information. (5) A water company must acknowledge and respond to a customer's written inquiry within two weeks of receiving the letter.

Also, on 1/28/08, staff found EPW did not have a copy of the commission's consumer brochure to either satisfy this customer's request or meet the requirements of this rule.

Staff finds EPW provides water service to a total of eighty-six customer who evidently have not been notified annually of the commission's consumer brochure in accordance with the requirements of the rule.

In EPW's e-mail to staff dated 1/28/08, at 11:10 am, EPW verified it did not have a copy of the commission's consumer brochure to provide its customers, stating: "NO I DO NOT HAVE."

Consequently, I have recorded a violation of the commission's rule in Washington Administrative Code (WAC) 480-110-315(6) Availability of information, against EPW, as follows:

Eighty-six (86) violations of Washington Administrative Code (WAC) 480-110-315(6) Availability of information, against Eastwood Park Water Company, Inc. (EPW) for failing to provide this customer a copy of the commission's consumer brochure when requested by this customer -and- notify its eighty-six customers annually of the availability of the commission's consumer brochure and how to obtain a copy. (you might consider placing this notice in a upcoming customer billing to satisfy the rule requirement, then again annually thereafter)

WAC 480-110-375(6) Availability of information. (6) The water company must provide a copy of the

Attachment E

commission's consumer brochure to each new applicant for service, and once a year notify its current customers of the availability of the brochure and how to obtain a copy.

In addition, on 1/28/08, staff found EPW did not have a copy of the water rules to both satisfy this customer's request and meet the terms of the commission's rule.

In EPW's e-mail to staff dated 1/28/08, at 9:42 am, EPW verified it did not have a copy of the water rules for itself or to provide its customers, stating: "no i did not have a copy of the water rules."

Consequently, I have recorded a violation of the commission's rule in Washington Administrative Code (WAC) 480-110-315(7)(a) Availability of information, against EPW, as follows:

One (1) violation of Washington Administrative Code (WAC) 480-110-315(7)(a) Availability of information, against Eastwood Park Water Company, Inc. (EPW) for failing to make a copy of the water rules available for a customer's review, or provide the customer a copy of the water rules, after receiving the customer's e-mailed request for a copy.

WAC 480-110-375(7)(a) Availability of information. (7) A water company must make the following information available for review by customers. (a) A copy of the water rules, chapter 480-110 WAC.

Wave Files/Attachments:

Attachment F

Activity Log

	Complaint ID:	117357	
	Customer Name:	Clyde Hendrix	
Agency Rep:	Elliott, Steven (UTC)	Time of Activity:	06/13/2013 04:30 PM
Type of Activity:	Email	Paper Record:	<input type="checkbox"/> Paper Record
Other Party:	'Robert Green'	Initiated by:	<input checked="" type="radio"/> Agency Rep <input type="radio"/> Other Party

Body:

-SEE ATTACHMENT: COMPANY BILL WITH NOTES-

Bob:

Attached is a copy of the front and back of the customer's bill. I have highlighted, and letter-coded all of the items that require changes on the bill. I have outlined the necessary changes below.

(A). I previously recorded violations of WAC 480-110-375(1)(b) - (2 counts) - because the customer's bills do show a reference to the applicable rate schedule, WN U-1, Second Revised Sheet No. 2, Schedule No. 2. These violations will stand. The reverse of the customer's bills show only the water usage rate and service fee. The bills need to include the appropriate reference to your company's tariff for these rates.

(B). I previously recorded violations of WAC 480-110-375(1)(c) - (2 counts) - because the customer's bills for April and May do not identify and show each separate charge as a line item. These violations will stand. The charges for April are shown as a total of \$36.16, with 516 units of consumption. The charges for May are shown as \$39.13, with 750 units of consumption. The bill must be broken down, showing each charge. In both instances, the basic charge of \$31.00 was not shown.

(C). I previously recorded violations of WAC 480-110-375(1)(h) - (4 counts) - because the customer's bills do not have (1) a meter read date and (2) the kind of units consumed. I have made the following changes:

1. The violations (2 counts) for not having a meter read date will stand. While the bill shows the period of usage, it does not specify what date the meter was read.
2. The violations (2 counts) for the kind of units consumed have been removed. The reverse of the bill shows that the consumption is billed in hundreds of cubic feet.

****Items that appear on the front of the bill:**

(D). "Water Service fee (basic charge) is billed on the first day of the month. The water usage rate is billed in arrears."

- The first sentence could use a small revision to provide clarity. I would recommend adding the words "in advance" after the word "billed" in the first sentence: "Water Service fee (basic charge) is billed in advance on the first day of the month."

(E). "Please keep your meter free of debris."

- This sentence has a typo that should be fixed. The word "debris" is misspelled as "depris."

****Items that appear on the back of the bill:**

(F). "NSF Charge - Returned check fee - \$35.00 plus any additional charges due to NSF check."

- This charge does not appear in your company's tariff. This charge must be removed from the bill. If you want to charge this fee, you need to file for a tariff revision.

(G). "Full payment is due 15 days after the bill's mailing date, and becomes delinquent 30 days after the bill's mailed date, if mailed from within the State of Washington, or eighteen days if mailed from outside the State of Washington, after the bill's mailing date."

Attachment F

- This states that the bill is not delinquent until 30 days after the mailing date. This statement does not match your tariff (Rule 12), which states "All bills are due and payable upon receipt and are considered delinquent fifteen (15) days after the date mailed." Your bills are mailed from Puyallup, so the bill does not need the disclaimer for out of state mailings. The bill needs to be revised to match your tariff.

(H). "A late payment charge of \$10.00 will be added on unpaid balances at the time delinquent notice is mailed."

- This is not in compliance with your tariff, where it is listed as a \$5.00 charge (Rule 12). The bill must be changed to reflect the amount that appears in the tariff. If you want to increase this amount, you need to file for a tariff revision.

(I). "Water may be shut off without further notice 10 days after this bill becomes delinquent, if still unpaid."

- This is not in compliance with the disconnection rules in WAC 480-110-355(3). The company must notify customers before disconnecting their service except in case of danger to life or property, fraudulent use, impairment of service, or violation of law. In all other cases, the company must not disconnect service until it has met the disconnect notice requirements. The bill needs to be changed to either remove this sentence entirely, or add additional language to bring it into compliance.

(J). "A reconnection charge of \$50.00 will be added to all delinquent accounts at 9:00 a.m., on the scheduled disconnection day without further notice."

- This sentence has two problems:

1. It is not in compliance with Rule 7 of your tariff. The reconnection charge listed there is \$25.00. The bill needs to be changed to match the amount that appears in the tariff. If you want to increase this amount, you need to file for a tariff revision.

2. It is not in compliance with WAC 480-110-355(3)(e), and Rule 7 of your tariff. The reconnection charge cannot automatically be added on the disconnection day. The customer could still pay the delinquent balance to the employee that is dispatched to perform the disconnection. The reconnection charge is applied when the customer has been disconnected and requests to be reconnected. A more accurate sentence could be "If service is disconnected, a reconnection charge of \$25.00 will be added to all disconnected accounts"

(K). "All amounts due must be paid in full prior to reconnection of water service."

- This sentence is not in compliance with the disconnection rules in WAC 480-110-355(5). Full payment of the customer's balance is not required. The customer has the option of paying the reconnection charge and a deposit to restore their service. Any remaining balance would be considered prior obligation. Furthermore, your tariff (Rule 15) states that the company may not permanently deny service to an applicant because of a prior obligation.

(L). "Check pick up or after hours charge \$25.00."

- Neither of these charges appears in the company's tariff. The closest item is a \$25.00 Site Visit Charge, for purposes of assessing the presence of cross connections (Schedule 12). The bill needs to be changed to remove these charges. If you want to charge these fees, you need to file for a tariff revision.

(M). "Replacement of meter due to non-payment \$500.00."

- This statement appears to be misleading. It could be interpreted to mean that if you don't pay your bill, you'll be charged \$500 to reconnect. I imagine that this sort of action would be a last resort, used if the customer has cut off a lock the company placed on the meter. I would recommend that you rephrase the sentence to provide clarification: "If your meter is removed due to non-payment, there will be a \$500.00 service connection charge for reinstallation."

**Item in your company tariff:

- Tariff Sheet No. 13 contains some outdated language for discontinuance of service, and should be updated. The option for the company to contact the customer via telephone as a second disconnect notification was removed in General Order R-467, effective Dec. 31, 1999. The acceptable options are now by delivered or mailed notice. See WAC 480-110-355(3)(b)(i) and 480-110-355(3)(b)(ii).

Attachment F

Please let me know when the changes to the bill and tariff will be made. When the bill has been revised, please provide me with a copy. If you have any questions, or would like additional assistance, please let me know.

Thank you,
Steven Elliott

Wave Files/Attachments:

Attachment F

Eastwood Park Water Co. Inc

P.O. Box 340
Spanaway Wa. 98387
1-253-380-8421

Water Bill

5/1/2013

Amount Due

\$38.97

Amount Paid

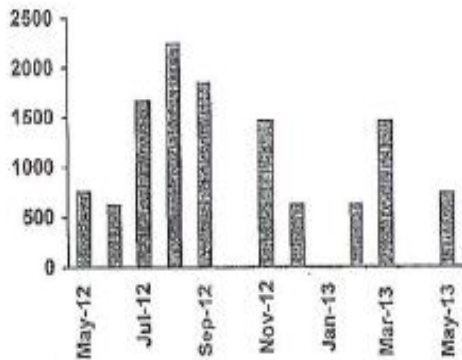
Hendrix Clyde & Annette

Graham, Wa. 98338

Account Number	Service Address	Payment Due Date
074	[REDACTED]	5/16/2013

Detach Top and Return With Payment

Service		Description	Meter Readings		Consumption	Amount
From	To		Previous	Current		
3/31/2013	5/1/2013	Residential Water	55125	55875	750 X 1	\$39.13



Prior Account Balance: 36.16
 Last Payment: 4/9/2013 (\$38.16)
 CREDIT -16¢
 Current Period Total:
Total Amount Due: \$38.97

Water Service fee (base charge) is billed on the first day of every month. The water usage rate is billed in arrears. Please keep your meter free of debris. FULL PAYMENT IS DUE 15 DAYS AFTER THE BILL'S MAILING DATE. (Stamped by Post Office)

Attachment F

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

WATER SERVICE FEE:

Base Charge	Ready to serve fee	\$31.00 per dwelling unit
-------------	--------------------	---------------------------

WATER USAGE RATE: A

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 F
NSF Charge	Returned check fee	\$35.00 plus any additional charges due to NSF check

DUE DATE: G

Full payment is due 15 days after the bill's mailing date, and becomes delinquent 30 days after the bill's mailed date, if mailed from within the State of Washington, or eighteen days if mailed from outside the State of Washington, after the bill's mailing date. A late payment charge of \$10.00 will be added on unpaid balances at the time delinquent notice is mailed.

I → Water may be shut off without further notice 10 days after this bill becomes delinquent, if still unpaid. +1

Payment of delinquent accounts subject to shut-off must be made by 9:00 am on the scheduled disconnection day to assure continuation of service. J

SERVICE RECONNECTION - A reconnection charge of \$50.00 will be added to all delinquent accounts at 9:00 am on the scheduled disconnection day without further notice. All amounts due must be paid in full prior to reconnection of water service. ← K

Service reconnection will only occur during normal business hours. Check pick up or after hours charge \$25.00. Replacement of meter due to non-payment \$500.00. ↑ ↑

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.

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). 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.

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.

Attachment G



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • www.utc.wa.gov

June 26, 2013

Robert Green
Eastwood Park Water Co., Inc.
P.O. Box 340
Spanaway, WA 98387
RobertG@johnlscott.com

RE: Data Request

Dear Mr. Green:

Under Washington State law (Revised Code of Washington 81.04.070), the Utilities and Transportation Commission has the right to inspect the accounts, books, papers and documents of any public service company doing business in this state.

As part of a staff review of your water company's business practices, please send us the following information and documents:

1. A list of customers for whom Eastwood Park Water Co., Inc. currently provides utility services.
2. Copies of every water bill issued for the period of March 1, 2013 through June 15, 2013, in which the customer was assessed a fee, including but not limited to, late fees, set-up fees, disconnect fees, or other miscellaneous charges.
3. Records of any payment arrangements made between Eastwood Park Water Co., Inc. and any of its customers for payment of past due amounts. Such records must include the details of any payment arrangements and any amount forgiven by Eastwood Park Water Co., details of amounts designated as prior obligation, and details of amounts sent to collections.
4. The name, title, telephone number, and e-mail address of a contact person with whom our staff can work directly for questions that may arise concerning any details of the data.

Attachment G

Eastwood Park Water Co., Inc.
June 26, 2013
Page 2

You are required to furnish the above requested documents to commission staff by no later than **5:00 p.m. on July 17, 2013**. Please attach a copy of this letter to the documents for reference.

If you have any questions you may contact Lauren McCloy, Compliance Investigator. Mrs. McCloy can be reached at (360) 664-1108 or at lcmccloy@utc.wa.gov.

Sincerely,



Steven V. King
Acting Executive Director and Secretary

Attachment H

Eastwood Park Water Co. Inc

P.O. Box 340
Spanaway Wa. 98387
1-253-380-8421

Water Bill

7/1/2013

Amount Due

None

Amount Paid

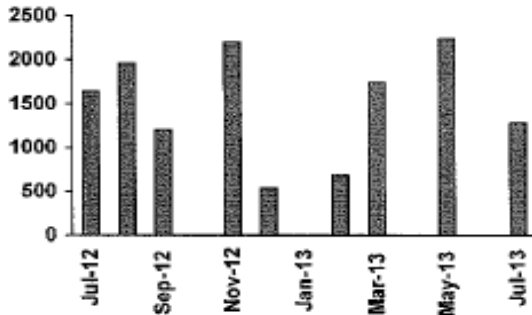
Bartlett Tanya

Graham, Wa. 98338

Account Number	Service Address	Payment Due Date
044	[REDACTED]	7/16/2013

X [REDACTED] Detach Top and Return With Payment [REDACTED]

Service From	Service To	Description	Meter Readings		Consumption	Multiplier	Amount
			Previous	Current			
5/31/2013	7/1/2013	Res. Commodity	80690	81971	1281	X 1	\$15.75
		Basic Res Chg					\$31.00



Usage = Graph X 1

Prior Account Balance:	(\$147.38)
Last Payment: 6/3/2013	(\$40.00)
Late Payment Fee:	\$0.00
Current Period Total:	\$46.75
Account Balance:	(\$140.63)

Water Service fee (base charge) is billed in advance on the first day of every month. The water usage is billed in arrears (in CUFT). All bills are due and payable upon receipt and are considered delinquent 15 days after the date mailed.

Water rate tariff is available upon request. Our Office is located at 429 29th St. N.E., Puyallup. (DO NOT REMIT PAYMENT TO THIS ADDRESS).

A copy of this bill is being sent to: Pierce County Housing LIPH#055
P.O. Box 45410
Tacoma, Wa. 98448

Account Nbr	044
Payment Due Date	7/16/2013

Attachment H

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
NSF Charge	Returned check fee	\$35.00

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.

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). 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.

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.

Attachment I

Eastwood Park Water Co. Inc

P.O. Box 340
Spanaway Wa. 98387
1-253-380-8421

Water Bill

3/1/2013

Henderson Dalane & Jamie
[REDACTED]
Graham, Wa. 98338

Amount Due

\$179.56

Amount Paid

Account Number	Service Address	Payment Due Date
020	[REDACTED]	3/16/2013

Detach Top and Return With Payment

Service		Description	Meter Readings		Consumption			Amount
From	To		Previous	Current				
2/1/2013	3/1/2013	Res. Commodity	46551	51907	5356	X	1	\$105.34

Handwritten calculations:
 $0.00 - 81 \times 500 = -40.5$
 $01 - 1000 - 8 \times 500 = 85$
 $01 - 5356 = 11.5 \times 4306 = 49,519$
 $= 79.34$

Handwritten circled amount:
105.34

TURN OFF FEE

\$50.00

Late Payment Fee:	\$10.00
Current Period Total:	\$115.34
Previous Balance:	\$64.22
Total Amount Due:	\$179.56

Handwritten note:
total does not include turn off fee

If not paid by due date amount due:

Water Service fee (base charge) is billed in advance on the first day of every month. The water usage is billed in arrears (in CUFT). All bills are due and payable upon receipt and are considered delinquent 15 days after the date mailed.

Water rate tariff is available upon request. Our Office is located at 429 29th St. N.E., Puyallup. (DO NOT REMIT PAYMENT TO THIS ADDRESS).

Attachment J

Page #1

EAST WOOD PARK
TURN OFF FEES, ECT.
2012 - 2013

CCT #	DATE PAID	AMOUNT	NEW CUSTOMER SET UP FEE	CREDIT
8	3-16-12	\$50.00		
8	7-24-12	\$50.00		
15	10-10-12	TURN ON \$25.00	\$25.00	
20	3-20-12	\$50.00		
23	3-16-12	\$50.00		
27	10-24-12	\$50.00		
29	2-17-12	\$50.00		
23	9-25-12	\$50.00		
35	4-10-12	-	-	\$20.00
45	2-15-12	\$50.00		
45	4-12-12	\$50.00		
45	5-20-12	\$50.00		
45	8-2-12	\$50.00		
45	11-9-12	-	\$25.00	
47	2-15-12	\$50.00		
47	4-12-12	\$50.00		
47	8-25-12	\$50.00		
47	11-30-12	\$50.00		
51	4-1-12	-	\$25.00	
51	6-15-12	\$50.00		
51	8-23-12	-	\$25.00	\$30.00
55	7-11-12	-	-	
55	9-11-12	-	\$25.00	
57	7-10-12	-	\$25.00	
57	8-16-12	\$25.00		
59	2-15-12	\$50.00		
69	4-24-12	TURN ON \$25.00	\$25.00	

\$100

\$200

\$200

Attachment J

Page #2 EAST WOOD PARK LIMITED
 TURN OFF FEES, ACT.
 2012 - 2013

ACCT.#	DATE PAID	AMOUNT	NEW CUSTOMER	CREDIT	N.S.F. CHECK FEE	ACCT #	DATE PAID	AMOUNT
82	6-20-12	\$ 50.00				88	3-15	\$ 50.00
88	1-10-12	\$ 50.00				88	5-20	\$ 50.00
88	5-25-12	\$ 50.00	(\$200)					
88	7-19-12	\$ 50.00						
88	11-30-12	\$ 50.00						
8	8-16-13	-				\$ 35.00		
8	5-28-13	\$ 50.00						
15	2-13-13	\$ 50.00	(\$100)					
15	5-15-13	\$ 50.00						
20	3-15-13	\$ 50.00	(\$50)					
20	6-19-13	\$ 25.00						
24	5-16-13	-			\$ 35.00			
27	1-28-13	\$ 25.00						
27	3-1-13	-	\$ 25.00					
31	1-1-13	\$ 25.00						
33	2-26-13	-	\$ 25.00					
47	1-24-13	\$ 50.00						
47	3-15-13	\$ 50.00	(\$150)					
47	5-15-13	\$ 50.00						
51	4-26-13	-			\$ 35.00			
59	2-13-13	\$ 50.00	(\$100)					
59	4-30-13	\$ 50.00						
69	2-25-13	TURN ON \$ 25.00	\$ 25.00					
72	3-01-13	-		\$ 40.00				
76	6-1-13	-	\$ 25.00					
88	1-22-13	\$ 25.00						

Attachment J

EASTWOOD PARK WATER CO

PAGE #1

TURN OFF CHARGES MISC.
2011

ACCOUNT #	DATE	CHARGE AMOUNT TURN OFF	NEW CUSTOMER SET UP	CREDIT	NSF CHECK CHARGE	MISC CHARGES
12	1-2-11	-	\$25.00			
8	3-17-11	-		-	\$35.00	
8	8-16-11	\$25.00				
12	11-14-11	-	\$25.00			
13	10-17-11	\$50.00				
20	5-20-11	\$25.00				
20	6-13-11	\$25.00				
20	8-15-11	\$25.00				
20	10-21-11	\$50.00				
20	12-13-11	\$50.00				
23	6-15-11	\$25.00				
23	8-19-11	\$25.00				
27	5-01-11	-	\$25.00			
29	10-17-11	\$50.00				
29	10-21-11	TURN OFF \$25.00	\$25.00			\$12.00 PAD LOCK
29	12-5-11	-		-	\$35.00	
33	7-20-11	-	\$25.00			
36	9-15-11	\$25.00				
37	9-5-11	-	\$25.00			
45	6-21-11	\$25.00	\$25.00			
45	8-10-11	\$25.00				
45	10-14-11	\$50.00				
45	12-13-11	\$50.00				
46	6-17-11	-	\$25.00			
46	8-24-11	\$25.00				
47	6-12-11	-	\$25.00			
49	7-21-11	\$25.00				
49	12-26-11	\$25.00				
58	7-11-11	-		\$20.00		
58	5-26-11	\$50.00				
58	6-6-11	-		\$20.00		
58	7-19-11	-	\$25.00			
59	9-27-11	\$25.00				
59	10-5-11	-			\$35.00	
59	11-27-11	\$25.00				
68	8-26-11	\$25.00				
69	3-17-11	\$50.00				
69	5-26-11	\$25.00				
69	9-18-11	\$50.00				
80	6-20-11	\$25.00				
81	7-25-11	-			\$35.00	

780 MADE IN U.S.A.

Attachment J

EASTWOOD PARK WATER Co
 TURN OFF CHARGES & MISC.
 2011

ACCOUNT #	PAID DATE	AMOUNT	NEW CUSTOMER SET UP	PAID CREDIT	NS.F. CHECK	MISC CHARGES
85	6-24-11	\$25.00				
85	7-26-11	\$25.00				
85	8-26-11	\$25.00				
85	9-26-11	\$25.00				
85	11-27-11	\$50.00				
88	6-27-11	\$25.00				
88	8-29-11	\$25.00				
88	10-28-11	\$50.00				
88	12-29-11	\$25.00				
89	5-01-11		\$25.00			

Attachment J

EWPP #1

LATE FEES
2012

ACCT #	DATE BILLED	LATE FEE	ACCT #	DATE BILLED	LATE FEE	ACCT #	DATE BILLED	LATE FEE
23	1-1-12	\$10.00	76	3-1-12	\$10.00	8	7-1-12	\$10.00
27	1-1-12	\$10.00	82	3-1-12	\$10.00	27	7-1-12	\$10.00
28	1-1-12	\$10.00	88	3-1-12	\$10.00	28	7-1-12	\$10.00
32	1-1-12	\$10.00	20	3-21-12	\$10.00	32	7-1-12	\$10.00
33	1-1-12	\$10.00	51	3-31-12	—	37	7-1-12	\$10.00
36	1-1-12	\$10.00	8	5-1-12	\$10.00	47	7-1-12	\$10.00
59	1-1-12	\$10.00	20	5-1-12	\$10.00	59	7-1-12	\$10.00
66	1-1-12	\$10.00	22	5-1-12	\$10.00	88	7-1-12	\$10.00
83	1-1-12	\$10.00	23	5-1-12	\$10.00	19	8-1-12	\$10.00
88	1-1-12	\$10.00	29	5-1-12	\$10.00	26	8-1-12	\$10.00
89	1-1-12	\$10.00	32	5-1-12	\$10.00	33	8-1-12	\$10.00
3	2-1-12	\$10.00	37	5-1-12	\$10.00	29	8-1-12	\$10.00
19	2-1-12	\$10.00	49	5-1-12	\$10.00	45	8-1-12	\$10.00
24	2-1-12	\$10.00	76	5-1-12	\$10.00	47	8-1-12	\$10.00
28	2-1-12	\$10.00	79	5-1-12	\$10.00	51	8-1-12	\$10.00
33	2-1-12	\$10.00	81	5-1-12	\$10.00	57	8-1-12	\$10.00
37	2-1-12	\$10.00	88	5-1-12	\$10.00	82	8-1-12	\$10.00
66	2-1-12	\$10.00	45	3-31-12	\$10.00	8	9-1-12	\$10.00
43	2-1-12	\$10.00	69	3-1-12	\$10.00	13	9-1-12	\$10.00
8	3-1-12	\$10.00	27	5-1-12	\$10.00	21	9-1-12	\$10.00
20	3-1-12	\$10.00	33	5-1-12	\$10.00	23	9-1-12	\$10.00
23	3-1-12	\$10.00	43	5-1-12	\$10.00	24	9-1-12	\$10.00
27	3-1-12	\$10.00	51	5-1-12	\$10.00	27	9-1-12	\$10.00
31	3-1-12	\$10.00	82	5-1-12	\$10.00	31	9-1-12	\$10.00
32	3-1-12	\$10.00	27	6-1-12	\$10.00	33	9-1-12	\$10.00
33	3-1-12	\$10.00	33	6-1-12	\$10.00	37	9-1-12	\$10.00
37	3-1-12	\$10.00	59	6-1-12	\$10.00	43	9-1-12	\$10.00
58	3-1-12	\$10.00	76	6-1-12	\$10.00			

Attachment J

BWP# 2

LATE FEES
2012

CLT#	DATE BILLED	LATE FEE	ACCT#	DATE BILLED	LATE FEE
56	9-1-12	\$10.00	51	12-1-12	\$10.00
59	9-1-12	\$10.00	57	12-1-12	\$10.00
66	9-1-12	\$10.00	66	12-1-12	\$10.00
76	9-1-12	\$10.00	72	12-1-12	\$10.00
82	9-1-12	\$10.00			
88	9-1-12	\$10.00			
19	10-1-12	\$10.00			
31	10-1-12	\$10.00			
37	10-1-12	\$10.00			
73	10-1-12	\$10.00			
76	10-1-12	\$10.00			
80	10-1-12	\$10.00			
13	11-1-12	\$10.00			
28	11-1-12	\$10.00			
33	11-1-12	\$10.00			
34	11-1-12	\$10.00			
36	11-1-12	\$10.00			
43	11-1-12	\$10.00			
58	11-1-12	\$10.00			
61	11-1-12	\$10.00			
68	11-1-12	\$10.00			
69	11-1-12	\$10.00			
8	12-1-12	\$10.00			
27	12-1-12	\$10.00			
32	12-1-12	\$10.00			
19	12-1-12	\$10.00			
13	12-1-12	\$10.00			

Attachment J

EWP #1

LATE FEES
2011

ACCT #	DATE BILLED	LATE FEE	ACCT #	DATE BILLED	LATE FEE	ACCT #	DATE BILLED	LATE FEE
8	3-01-11	\$10.00	27	9-01-11	\$10.00	45	1-31-11	\$10.00
8	4-01-11	\$10.00	27	10-02-11	\$10.00	47	3-01-11	\$10.00
8	6-01-11	\$10.00	28	1-31-11	\$10.00	47	4-01-11	\$10.00
8	8-01-11	\$10.00	28	3-01-11	\$10.00	47	5-01-11	\$10.00
8	10-22-11	\$10.00	28	5-01-11	\$10.00	47	10-02-11	\$10.00
20	1-31-11	\$10.00	28	9-01-11	\$10.00	47	11-01-11	\$10.00
20	3-01-11	\$10.00	28	10-02-11	\$10.00	49	1-02-11	\$10.00
20	4-01-11	\$10.00	33	1-31-11	\$10.00	49	3-01-11	\$10.00
20	5-01-11	\$10.00	33	5-01-11	\$10.00	49	7-01-11	\$10.00
20	6-01-11	\$10.00	33	9-01-11	\$10.00	49	9-01-11	\$10.00
20	7-01-11	\$10.00	33	10-02-11	\$10.00	51	1-02-11	\$10.00
20	8-01-11	\$10.00	33	11-01-11	\$10.00	52	10-31-11	\$10.00
20	9-01-11	\$10.00	36	3-01-11	\$10.00	56	1-02-11	\$10.00
20	10-02-11	\$10.00	36	8-01-11	\$10.00	57	5-01-11	\$10.00
20	11-1-11	\$10.00	36	9-01-11	\$10.00	58	1-02-11	\$10.00
21	1-31-11	\$10.00	36	11-01-11	\$10.00	58	2-01-11	\$10.00
23	1-31-11	\$10.00	37	5-01-11	\$10.00	58	4-01-11	\$10.00
23	4-11-11	\$10.00	37	9-01-11	\$10.00	58	6-01-11	\$10.00
23	6-01-11	\$10.00	37	10-02-11	\$10.00	58	7-01-11	\$10.00
23	8-01-11	\$10.00	37	11-01-11	\$10.00	59	1-02-11	\$10.00
24	1-31-11	\$10.00	38	1-31-11	\$10.00	69	1-31-11	\$10.00
24	3-01-11	\$10.00	40	3-01-11	\$10.00	69	3-01-11	\$10.00
24	7-01-11	\$10.00	42	1-2-11	\$10.00	69	5-01-11	\$10.00
24	9-01-11	\$10.00	43	4-01-11	\$10.00	69	7-01-11	\$10.00
27	3-11-11	\$10.00	45	6-01-11	\$10.00	69	9-01-11	\$10.00
27	5-11-11	\$10.00	45	6-01-11	\$10.00	69	10-01-11	\$10.00
27	6-01-11	\$10.00	45	7-01-11	\$10.00	69	11-01-11	\$10.00
27	8-01-11	\$10.00	45	8-01-11	\$10.00			

Attachment J

EWP #2

2011
LATE FEES

CTY #	DATE BILLED	LATE FEE	ACCT #	DATE BILLED	LATE FEE
76	1-31-11	\$10.00	89	5-01-13	\$10.00
76	3-01-11	\$10.00	89	6-01-13	\$10.00
76	4-01-11	\$10.00	89	7-01-13	\$10.00
76	5-01-11	\$10.00	93	1-31-13	\$10.00
76	6-01-11	\$10.00	93	3-01-13	\$10.00
76	7-01-11	\$10.00	93	8-01-13	\$10.00
76	8-01-11	\$10.00	94	1-02-13	\$10.00
76	9-01-11	\$10.00	94	1-31-13	\$10.00
76	10-02-11	\$10.00			
76	11-01-11	\$10.00			
85	1-02-11	\$10.00			
85	1-31-11	\$10.00			
85	3-01-11	\$10.00			
85	4-01-11	\$10.00			
85	6-01-11	\$10.00			
85	7-01-11	\$10.00			
85	8-01-11	\$10.00			
85	9-01-11	\$10.00			
85	10-01-11	\$10.00			
85	11-01-11	\$10.00			
88	1-31-11	\$10.00			
88	4-01-11	\$10.00			
88	6-01-11	\$10.00			
88	8-01-11	\$10.00			
88	10-02-11	\$10.00			
89	1-31-11	\$10.00			
89	3-01-11	\$10.00			
89	4-01-11	\$10.00			

\$100

\$30

\$20

\$100

\$50

\$100

Attachment K

First Revised Sheet No. 9
Cancelling
Original Sheet No. 9

RECEIVED

FEB - 2 1996

WASH. UT. & TRANS. COMM.

ORIGINAL

For Commission's Receipt Stamp

EASTWOOD PARK WATER CO. INC.

WATER SERVICES
RULES AND REGULATIONS

Rule 11 - Interruption to Service

The utility will make a diligent effort to render uninterrupted service and supply of water; and, in cases where shut-off is necessary for repair, reconstruction, damage prevention or similar cause, the utility shall give advance notice to its customers of such scheduled shut-off. However, the utility will not be responsible for any damage which 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.

Rule 12 - Payment of Bills

All bills are due and payable upon receipt and are considered delinquent fifteen (15) days after the date mailed. Bills shall 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. Bills will be rendered monthly (or bi-monthly) for all customers.

There will be a \$ 5.00 late charge on all past due accounts.

Rule 13 - Deposits

Establishment of credit. An applicant for residential service may establish credit by demonstrating to the company any one of the following factors:

- (a) Prior service with the company during the previous 12 months for at least 6 consecutive months during which service was rendered and was not disconnected for failure to pay, and no more than one delinquency notice was issued to the customer.
- (b) Prior service with a water utility with a satisfactory payment record as demonstrated in (a) above, provided that the reference may be quickly and easily checked by the company.

Issued..... 9/11/97 Effective..... 11/1/97

Issued by... EASTWOOD PARK WATER CO. INC.

By *[Signature]* Title SEC. TRES.

Attachment L

Original Sheet No. 7

WN U-1

RECEIVED

DEC 11 1995

WASH. UT. & TRANS. COMM.

ORIGINAL

951412

EASTWOOD PARK WATER CO. INC.

For Commission's Receipt Stamp

WATER SERVICE
RULES AND REGULATIONS

Rule 6 - Company Service Pipe and Meters (Cont'd)

The utility reserves the right to meter any flat rate service at its convenience, the utility's metered service rates thereupon to become effective, provided the customer has received 30 days written notice. All meters so placed will be installed and maintained by the utility without cost to the customer.

A meter will be installed upon any flat rate service at the request of the customer, provided however, that the actual cost of the meter installation must be paid by the customer at the time of the installation and before the water is turned on. The amount so paid will be refunded to the customer by allowing him credit of one-quarter (1/4) of his monthly bill until such time as the amount has been paid, provided such refund payments do not run for more than three years from the date when refunds began. All meters will be maintained by the utility without cost to the customer.

Rule 7 - Reconnection Charge

A reconnection charge of \$ 25.00 per service shall be made for any subsequent reconnection of the customer's service to the utility's distribution system. Such charge is to apply only in cases where service has been discontinued on account of delinquent account, request of the customer, refusal to make proper repairs or similar cause. No charge will be made for reconnection of service if the shut-off was made for the convenience of the utility in making repairs, changes, etc.

When a utility employee is dispatched to disconnect service, that person shall be required to accept payment of a delinquent account at the service address if tendered in cash, but shall not be required to dispense change for cash tendered in excess of the amount due and owing. Any excess payment shall be credited to the customer's account.

Issued12/11/1995..... Effective.....12/18/1995.....

Issued byEASTWOOD PARK WATER CO. INC.....

By *[Signature]* Title SEC-TRES.....

Attachment M

McCloy, Lauren (UTC)

From: Robert Green <RobertG@johnlscott.com>
Sent: Thursday, August 08, 2013 2:09 PM
To: McCloy, Lauren (UTC)
Cc: Robert Green
Subject: RE: EASTWOOD PARK WATER CO.

08/08/13

Dear Lauren McCloy;

In answer to your e-mail dated 08/08/2013 is as follows:

#088 [REDACTED] Graham WA. 98338, The reason for disconnect charge was for non-payment for April and May 2013, On May 01,2013 Sent out bill with a \$10.00 late fee and \$50.00 disconnect fee for April 2013 (I did not disconnect water service) I called the phone # for Harris on 05/16/13 left a message to call me back with no response, On May 20th I gave reminder notice to Mrs. Harris and she paid by check #3067 on May 20, 2013 in the amount of \$175.00.

#020 [REDACTED] Graham WA. 98338, The reason for the disconnect charge was for non-payment for February and March 2013, I sent out the bill March 01,2013 and added a \$10.00 late fee for February and a \$50.00 disconnect fee, (I did not turn off the water service), On March 15, 2013 I called Mr. Henderson and i picked up a check on his door on March 15, 2013 check #4241 in the amount of \$200.00

#008 [REDACTED] Graham, WA. 98338, The reason for the disconnect charge was for non-payment for March, A part payment for April, and May 2013 billing, Notices where sent out as follows: March 01, 2013 with the monthly billing, March 15, I called and left a message, On March 28 2013 I posted a reminder and disconnect notice on drive in Gate, On April 01, 2013 notice was sent out including a late fee for \$10.00 for March, On April 9, 2013 half payment was made in the amount of \$44.41 check #995221, On April 16 i called and left a message for Mr. Maguire call me with no response, On April 28, 2013 i again posted notice on drive in Gate, On May 01, 2013 with the monthly billing i charged a \$10.00 late fee & a \$50.00 disconnect charge for April 2013, (I did not turn off water service) On May 15, 2013 i again called and left a message but no return call, On May 28, 2013 payment was received in the mail Check # 1118 in the amount of \$112.48 again short \$40.00, Mr. Magure did not make full payments because he was short on money.

#59 [REDACTED] Graham, WA. 98338, The reason for the disconnect charge was for non-payment for the month's of March & April 2013, On March 15, 2013 i call the phone number for Ms. Morris and the number was disconnected, I then sent out a reminder notice on MARCH 18, 2013, On March 26 2013 I posted notice on the front door, On April 01, 2013 along with the monthly billing i charged a \$10.00 late fee, And a \$50.00 disconnect fee for March 2013, (I did not turn off water service) On April 15, 2013 I posted a reminder on the door, On April 26 2013 I posted the turn off notice again on front door, On April 26,2013 Ms. Morris called me with her new phone number and i picked up a check from her on April 30,2013 Check # 400 in the amount of \$142.00. The reason for late payments was she was in and out of hospital.

#15 [REDACTED] Graham WA. 98338 The reason for the disconnect charge was for non-payment for the month's of March, April and May 2013, Mr. Vargas had no phone number, The monthly billing sent out on April 01,2013 included a \$10.00 late charge for March, On April 15, 2013 I posted a reminder notice on front door, On April 26,2013 I posted on front door a shut off notice, On May 01, 2013 along with the monthly billing i included a \$10.00 Late fee and a \$50.00 turn off charge for April (I did not turn off water service) On May 16,2013 Mr. Vargas paid me \$141.12 in cash at the door

Please let me know if you have any other questions.

Regards,

Attachment M

McCloy, Lauren (UTC)

From: McCloy, Lauren (UTC)
Sent: Tuesday, August 06, 2013 11:40 AM
To: Robert Green (RobertG@johnlscott.com)
Subject: EWP - Final follow-up request
Attachments: RE: EASTWOOD PARK WATER CO.; EASTWOOD PARK WATER CO.

Bob,

Thank you for providing a complete response to my last request. I am trying to wrap up this investigation; but it looks like I still have one outstanding request. Please respond indicating whether you will be able to provide the following information by 5:00 p.m. Friday, Aug. 9, 2013.

On July 17, I requested more information about six charges for "turn-off fees" charged during the four-month period, including:

- 1) the reason for the disconnection,
- 2) the date the customer was notified, and
- 3) the date that payment was received and the method of payment.

I requested a response by July 24, 2013.

On July 22, you sent the attached email. On July 24, I requested clarification about the dates of disconnect notices. That email is also attached. You responded as follows:

"Enclosed you will find the shut off notice that we send out with the monthly billing on the 1st day of the month giving the customer 15 days to pay, If not paid a reminder notice is then posted prior to the end of the month on there door or in person plus a phone call after the 16th day, At that time the customer usually pay's the water bill or agree's to send in the past due, It is usually rare for us to disconnect a water service, We try to work with the customer."

I am unable to confidently deduct from this information the exact dates of the disconnect notices and phone calls for the five accounts I originally requested. Please see the highlighted information missing from your original response:

#088 [REDACTED] Graham WA. 98338, The reason for the disconnect charge was for non-payment for April and May 2013, I call phone number Date? left message to call me back with no response, I sent out a reminder notice Date? and Mrs. Harris called me and i picked up check on May 20,2013 customer paid by check #3067 in the amount of \$175,000.

#020 [REDACTED] Graham, WA. 98338, The reason for the disconnect charge was for non-payment for February and March, I sent out a reminder notice prior to March 01, 2013 Date? and called Mr. Henderson on March 15, 2013 I picked up a check on his door on March 15, 2013 Check #4241 in the amount of \$200.00

#008 [REDACTED] Graham, WA. 98338, The reason for the disconnect charge was for non-payment for March, April & May 2013 I send out a reminder notice in March Date?, April Date? & May Date? and left a message on his phone Date?, I received no call back and received a check in the mail on May 28, 2013 check #1118 in the amount of \$112.28 *Please explain why customer was billed \$152.48 on May 1, but only paid \$112.28 on May 28.

#059 [REDACTED] Graham, WA. 98338 The reason for the disconnect charge was for non-payment for the month's of March & April 2013, I sent out 2 payment reminders Dates?, I called and phone number was not correct, I picked up a check from customer on April 30, 2013 Check #400 in the amount of \$\$142.00

Attachment M

#015 [REDACTED] Graham, WA. 98338 The reason for the disconnect charge was for non-payment for the month's of March, April & May 2013 Customer had no phone number I sent out a reminder notice in March Date?, April Date? and May Date?, I picked up cash payment from customer on 05/15/2013 in the amount of \$142.00

If you can't provide this information, I will have to indicate in my report that your response was incomplete.

Please let me know if you have any other questions.

Lauren McCloy
Compliance Investigator - Consumer Protection & Communications
Washington Utilities and Transportation Commission
(360) 664-1108 | lmccloy@utc.wa.gov

Attachment N

**YOU HAVE _____ DAYS FROM _____
TO PAY THIS ACCOUNT IN FULL OR YOUR
WATER SERVICE WILL BE TERMINATED.**

**A \$50.00 CHARGE WILL INCUR TO HAVE
YOUR WATER SERVICE RECONNECTED.**

TURN OFF DATE: _____

REMINDER NOTICE

Eastwood Park Water Company, Inc.
PO Box 340
Spanaway WA 98387
(253)770-5268
After Hours Emergency Phone (253)380-8421

Account Number:	Customer Name:
Service Location:	Billing Date:
Due Date:	Amount Due:

Previous Balance:

TOTAL DUE:

Attachment O

RECEIVED NOV. 30, 2012 WA. UT. & TRANS. COMM. ORIGINAL UW-121904
SUB 2/26/13

Second Revision Sheet No. 22
Canceling First Revision Sheet No. 22
WN U-1

Eastwood Park Water Co.

For Commission's Receipt Stamp

SCHEDULE NO. 2
METERED RATE SERVICE

Availability

Within the limits of all Water Service Areas and at Utility's option and capability to maintain Department of Health standards of quantity and quality.

Applicable

Applicable to domestic residential customers served by the Utility on a metered basis.

Conditions

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

All metered rate service(s) have zero allowance for water usage in base rate(s). Billing for any partial usage block shall be calculated on a per cubic foot amount based on the usage rate of that block.

Monthly Charges

Each connection or customer.

<u>Base Rate</u>	<u>Rate</u>	
With zero allowance		
5/8 inch service base rate	\$31.00	(I)
<u>Usage Rate</u>	<u>Rate/100 cubic feet *</u>	
With zero allowance		
0-500 cubic feet, per 100 cubic feet	\$1.00	(I)
501 - 1,000 cubic feet, per 100 cubic feet	\$1.25	(I)
>1,000 cubic feet	\$1.60	(I)

*Note: Usage rate is stated per 100 cubic feet and will be billed per 1 cubic foot.

BY AUTH. OF ORDER 02 OF WASH. UTILITIES & TRANSPORTATION COMM. DOCKET NO. UW-121904

Issued Date: 11-28-2012 Effective Date: 1-1-2012

Issued By: Eastwood Park Water Co. **March 29, 2013**

By:  Title: Sec. Treas.

Attachment O

RECEIVED JAN. 31, 2008 WA. UT. & TRANS. COMM. ORIGINAL UW-080187

First Revision Sheet No. 22
Canceling Original Sheet No. 22
WN U-1

Eastwood Park Water Company, Inc.

For Commission's Receipt Stamp

SCHEDULE NO. 2
METERED RATE SERVICE

Available

Within the limits of all Water Service Areas and at utility's option and capability to maintain Department of Health standards of quantity and quality.

Applicable

Applicable to domestic residential customers served by the utility on a metered basis.

Conditions

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

Monthly Rates

Each connection or customer

<u>Base Rate</u>		<u>Rate</u>	
with zero allowance			
3/4" service base rate	(1.00)	\$30.00	(I)

<u>Usage Rate</u>		<u>Rate/100 Cubic Feet</u>	
		<u>(or portion thereof)</u>	
over zero allowance			
0 to 1,000 cubic feet, per 100 cubic feet		\$ 1.00	(I)
over 1,000 cubic feet, per 100 cubic feet		\$ 1.50	(I)

Issued FEB. 01, 2008 Effective APRIL 01, 2008

Issued by Eastwood Park Water Company, Inc

By [Signature] Title Pres

CANCELLED by 2nd Revision of Sheet No. 22, April 1, 2013