

## **IMPORTANT NOTICE**

Date: January 31, 2020

Dear Burton Water Customer,

Burton Water Company (BWC) has filed for approval from the WUTC ("Commission") to give customers the option of paying bills by credit card, debit card or bank echeck. The filing also allows customers to receive their statements by email instead of U.S. mail when allowed by the Commission and offered by BWC. If approved, the changes will take effect March 6, 2020.

If a customer chooses to pay by credit card, debit card or e-check, any transaction fee charged by the processing company will be passed through to the customer. The transaction cost will be passed through to the customer without a mark up.

You can submit comments by going to [www.utc.wa.gov](http://www.utc.wa.gov) and clicking "Submit a Comment," or by one of the following options:

Washington Utilities and Transportation Commission  
P.O. Box 47250, Olympia, WA 98504-7250  
E-mail: [comments@utc.wa.gov](mailto:comments@utc.wa.gov)  
Telephone: 1-888-333-WUTC (9882)

Commission staff will make a recommendation to the commissioners at an open meeting at 621 Woodland Square Loop SE, Lacey, Washington at 9:30 a.m. on February 20, 2020. You will have an opportunity to comment in person at this meeting. If you are unable to attend the open meeting, you can participate by telephone by calling 360-664-1234 the day before the open meeting for instructions and to sign in. You should also call this number if you plan to attend the open meeting in person, to make sure this case hasn't been rescheduled.

A memo containing the staff recommendation will be available on the commission website about three days prior to the open meeting. To view the memo, go to [utc.wa.gov](http://utc.wa.gov). Scroll down and click on the link near the bottom that says "Documents." Under "Open Meetings," click on "Agendas, meeting minutes, orders." When the open meeting date (see above) appears select it, then click on the memo for this filing. On the next page click on "Documents." This will take you to a page with the memo and any associated attachments. You will be given an option to open or save the document you choose.

The commission is committed to providing reasonable accommodation to participants with disabilities. If you need reasonable accommodation, please contact the commission at (360) 664-1132 or [human\\_resources@utc.wa.gov](mailto:human_resources@utc.wa.gov).

Customers are always welcome to visit our facilities to see what we've been up to; call Jim or Evan to schedule a tour. If you have any questions concerning this filing please call Burton Water Company at 206-463-0988 (Evan) or 206-463-0005 (Jim).

Sincerely,

Evan Simmons

Jim Garrison

Burton Water Company