

First Revision of Sheet No. 11  
Cancelling  
Original Sheet No. 11  
WN U-2  
Tatoosh Water Company

For Commission's Receipt Stamp

**WATER SERVICE**  
**RULES AND REGULATIONS**

**Rule 17 – Discontinuance of Service** (cont'd)

The right to discontinue service may be exercised whenever and as often as any of the foregoing situations occur, and neither delay nor omission by the Utility to enforce this rule any time will be deemed a waiver of its right to discontinue service.

Utility shall not be liable for loss, damage, or claims that arise from or relate to the discontinuance of service as a result of any of the foregoing reasons described in the rule.

Discontinuance of service by a customer - Customer shall be required to give notice to the Utility of their intention to discontinue service.

Required notice prior to disconnecting service: The Utility must serve a written disconnection notice on the customer, either by mail, or, at the Utility's option, by personal delivery of the notice to the customer's address, attached to the primary door.

A minimum of eight (8) business days' written notice will be given a customer before service is discontinued, except in the case of danger to life or property. Before disconnecting service, the Utility must in addition to the first (1<sup>st</sup>) notice as described above, provide a second (2<sup>nd</sup>) notice by one of the two options listed below.

- a. Delivered notice - The Utility must deliver a second (2nd) 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 (24) hours after delivery that allows the customer until 5:00 p.m. of the following day to comply, or
- b. Mailed notice - The Utility must mail a second (2nd) notice, which must include a deadline for compliance that is no less than three (3) business days after the date of mailing if mailed from within the State of Washington.

Disconnection notice will expire after ten (10) business days from the first day that the Utility may disconnect service, unless other mutually agreed upon arrangements have been made and confirmed in writing by the Utility. If mutually accepted arrangements are not kept, the Utility may disconnect service without further notice.

In accordance with Engrossed Substitute House Bill (ESHB 1329) Tatoosh Water Company will not disconnect any residential customer (including residents of meter apartment buildings and mobile homes) for nonpayment when the National Weather Service has issued, or has announced it intends to issue a heat-related alert such as an excessive heat warning, a heat advisory, an excessive heat watch, or similar alert for the area in which the residential user's address is located.

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**Issued Date:** July 6, 2023 **Effective Date:** August 6, 2023

**Issued By:** Tatoosh Water Company

**By:** Kelly Wynn **Title:** Manager