

First Revision of Sheet No. 11-A
Cancels Original Sheet No. 11-A
WN U-2

Cascadia Water, LLC

For Commission's Receipt Stamp

WATER SERVICE
RULES AND REGULATIONS

Rule 17 - Discontinuance of Service (Con't)

Discontinuance of service by Utility - 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.

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Heat Advisory -

In accordance with Engrossed Substitute House Bill 1329 (ESHB 1329) the Company will not disconnect any resident customer (including residents of metered apartment buildings and mobile homes) for non-payment 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 a similar alert for the area in which the residential user's address is located.

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In the event the National Weather Service (NWS) issues or intends to issue a heat-related alert in the customer's area, and their water service has been disconnected due to non-payment, the customer may request reconnection by contacting Cascadia Water at [phone number]. Unopen receipt of such a request, Cascadia Water will promptly make a reasonable attempt to restore the customer's water service and water service will remain active for the duration of the heat related alert.

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Utility shall not be responsible 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.

Required notice to disconnect service: The Utility must serve a written disconnection notice on the customers, 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 (1st) notice as described above, provide a second (2nd) notice by one of the two options listed below.

1. Delivered notice - The Utility must deliver a second (2nd) notice to the customer and attach is to the customer's primary door. The notice must contain a deadline for compliance that is no less than twenty-four (24) hours after the time of the delivery that allows the customer until 5:00 p.m. of the following day to comply, or
2. 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 the 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.

WAC 480-110-355

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Issued: September 19, 2023

Effective: October 19, 2023

Issued by: Cascadia Water, LLC

By: Culley Lehman

Title: General Manager