

ILIAD Water Company LLC

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Received
Records Management
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State Of WASH.
UTIL. AND TRANSP.
COMMISSION

February 14, 2020

Docket UW-190613, Order 01
Initial order approving settle agreement

COMPLIANCE PLAN

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

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

Iliad Water Company LLC will have at least one Billing Department Representative attend UTC water system training(s) as they become available. Iliad is on the UTC's email list to be notified each time training is offered.

To ensure that Iliad's entire staff remains compliant, an internal staff meeting will be held to share any information obtained from the UTC trainings. In addition, a copy of the company tariff will be posted in the office so it's available to all staff.

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

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

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

Sincerely,

Iliad Water Company LLC