



**Cascadia**  
WATER™

(360) 331-7388  
info@cascadiawater.com  
www.cascadiawater.com

18181 SR 525  
PO Box 549  
Freeland, WA 98249

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Customer Name  
Customer Address  
Customer City, State, Zip

November 25, 2020

Dear Customer,

Welcome to Cascadia Water! The acquisition of the Del Bay water system took effect November 12, 2020. You are now an individual customer of Cascadia Water. As defined by the purchase agreement, your current rate of \$510/year (improved lot) and \$270/year (unimproved lot) will stay the same for one year, however we will bill bi-monthly. The billing for November/December '20 has been paid by Del Bay HOA to Cascadia Water. Your individual billing from Cascadia Water will begin January 1, 2021. We bill in arrears, so you will receive your first invoice from us around the beginning of March, for January/February service. Effective November 12, 2021, you will then switch to Cascadia's tariffed rates as a metered customer (for improved lots) or as a ready-to-serve customer (for unimproved lots, which do not receive service). Current rates can be found on our website.

Please fill out the attached Water Service Application and return it to us at your earliest convenience.

Water will continue to be tested monthly at a state facility. We will also continue to flush the lines every third Tuesday of the month. No change to your service will take place in the immediate future. We have several capital upgrades anticipated for your system that we will send you notice of when those projects get closer.

Per our tariff, all service pipes and fixtures on the customer's side of the Point of Delivery (your water meter) shall be provided, maintained, and protected from freezing at the customer's expense. Cascadia Water is exempt from all liability for loss or damage caused by leakage or escape of water passed through your water meter. If you are having a water emergency (a leak), call or text our emergency number: (360) 661-7781 or the alternate emergency number: (360) 499-4956.

*We are regulated by the Washington Utilities and Transportation Commission. We are required to provide all new customers with the Washington Utilities & Transportation Commission's Consumer Guide Utility Services Brochure – you can view this brochure from our website ([www.cascadiawater.com](http://www.cascadiawater.com)) or a paper copy of the brochure is available for you.*

If you have any further questions, please contact our office and we will be happy to do our best to answer them.

Sincerely,  
Your team at Cascadia Water



**Water Service Application**

Account Holder (Applicant) Name: \_\_\_\_\_  Rent  Own

Parcel or Service Address: \_\_\_\_\_ Service start date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_ Alt Phone #: \_\_\_\_\_

Receive bill via:      Mail/Paper copy       Email and paper copy

Monthly charges:

For improved lots, the **Monthly** Service Rate (until 11/12/21) is ..... \$42.50    (\$510/12 months)

For unimproved lots, the **Monthly** Service Rate (until 11/12/21) is ..... \$22.50    (\$270/12 months)

Cascadia Water will supply Customers on improved lots with wholesome, metered water adequate for normal residential use. The Customer is responsible for the line from the meter to the Customer's house. Cascadia Water will be ready to serve Customers on unimproved lots upon their request.

By signing below, I agree that authorized personnel of the company have the right to enter my property during reasonable hours to perform meter readings, maintenance, testing, and installation or removal of the company's property necessary for reasonable operation of the Utility.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Utility: \_\_\_\_\_ Date: \_\_\_\_\_ Account #: \_\_\_\_\_