

First Revision of Sheet No. 8  
Canceling  
Original Sheet No. 8  
WN U-2

Washington Water Service Company

For Commission's Receipt Stamp

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

**Rule 12 – Bills** (cont'd)

A customer may elect to receive an electronic billing in lieu of a paper bill that is mailed to the customer. If the customer makes this election, all bills shall be due and payable upon receipt and are considered delinquent no less than fifteen (15) days from the date of electronic mail. Bills will be deemed received upon sending of the electronic mail. In order to elect electronic billing, the customer must have enrolled in the Utility's auto-pay service. See, WAC 480-110-375. (N)

**Rule 13 – Deposits**

The Utility may require a deposit in situations where a customer's service has been disconnected for non-payment of amounts owed to the Utility or when a customer is unable to establish or maintain credit with the Utility. (M) (T)

In addition, the Utility will comply with all provisions of the Commission's deposit rules pursuant to WAC's for establishing credit and deposits for water utilities. See, WAC 480-110-335. (N)

**Rule 14 – Responsibility for Delinquent Accounts**

The Utility will not refuse or discontinue service to an applicant or customer who is not in arrears to the Utility even though there are unpaid charges due from the premises occupied by the applicant or a customer, due to the unpaid bill of a prior tenant unless there is evidence of intent to defraud. (M) (D)

The Utility may not permanently deny service to an applicant because of a prior obligation to the Utility. See, WAC 480-110-345. (N)

**Rule 15 – Discontinuance of Service**

The Utility reserves the right to discontinue service to its customers for: (M)

1. Unpaid bills, as provided for in this tariff.
2. Water uses for purposes or properties other than those specified in the customer's application for service.
3. Willful waste of water through improper or defective piping, equipment, or otherwise.

(M) Transferred from original Sheet No. 9; Rule 15 Transferred from Original Sheet 10

Issued Date: 04/23/2019

Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley

Title: Vice President of Rates and Regulatory Matters

(T)

First Revision of Sheet No. 10  
Canceling  
Original Sheet No. 10  
WN U-2

Washington Water Service Company

For Commission's Receipt Stamp

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

**Rule 15 – Discontinuance of Service** (cont'd)

(M)

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 s 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 then twenty-four (24) hours after the of 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 addition to the foregoing, if a customer presents compelling evidence of financial difficulties acceptable to the Utility, in lieu of disconnection, the Utility will install a flow restrictor at the customer's agreement to such installation. The flow restrictor will be in place for a maximum of ninety (90) days to allow the customer the opportunity to bring the bill current. During that ninety (90) day period of time, the customer will be charged only the base rate as set out in Schedule 2. If the customer is not able to bring the bill current during that ninety (90) day period of time, then the Utility may initiate discontinuance of service pursuant to this rule and Commission rules. This opportunity will be offered to a customer no more than once each calendar year. See, WAC 480-110-355.

(N)

(M) Transferred from Original Sheet No. 11.

Issued Date: 04/23/2019

Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley

Title: Vice President of Rates and Regulatory Matters

(T)

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

Washington Water Service Company

For Commission's Receipt Stamp

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

**Rule 16 – Sprinkling and Irrigation**

(M)

Water used for sprinkling and irrigation must be paid for at the regular prescribed tariff rates for such service. The hours for such use will be as prescribed from time to time by the Utility. During peak use months (June through September), and at such other times when demand may be high, the Utility may prohibit or limit sprinkling and irrigation to preserve water for domestic consumption.

(T)

No person will use water for sprinkling or irrigation purposes during any fire in the area, and all sprinkling or irrigation must be stopped immediately when a fire alarm is sounded. Water use may resume three (3) hours after the fire has been extinguished.

**Rule 17 – Rates**

(M)

Rates for water service and supply are those published in the Utility's tariff on file with the Commission. Unless otherwise stated in this tariff, the rates apply to a single service, to one customer at one premise. Where two or more families with separate housekeeping establishments occupy the same or separate dwellings, each family using water is considered a separate customer. Each separate housekeeping establishment or business, using water service, will each be considered a customer.

When conditions require that more than one customer be supplied through one meter, each customer will be charged the minimum charge as provided by the schedule of rates. If the consumption as shown by the meter exceeds the allowance for the minimum charge multiplied by the number of customers, the excess consumption charge will be computed at the regular rates for one customer and the amount prorated equally to the multiple customers, or otherwise as may be agreed among themselves.

Water service must be subscribed to on an annual basis. No proration or reduction in billing is allowed.

(T)

See, RCW 80.28.050, RCW 80.28.080, WAC 480-110-431, WAC 480-110-433.

(N)

**Rule 18 – Account Set-Up Charge**

(M)

An account set-up charge as specified in **Schedule X** will be made for each new account or change of account responsibility on an existing service. Such charge will be included in the initial billing to the customer. This charge includes the Utility dispatching an employee to establish a base meter reading. An account set-up charge does not apply to installation of a new meter.

(M) Transferred from Original Sheet No. 12; Rule 18 Transferred from Original Sheet No. 13

Issued Date: 04/23/2019

Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley

Title: Vice President of Rates and Regulatory Matters

(T)

First Revision of Sheet No. 14  
Canceling  
Original Sheet No. 14  
WN U-2

Washington Water Service Company

For Commission's Receipt Stamp

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

**Rule 23 - Limitations of Liability**

(M)

The Utility's liability, if any, for its gross negligence, willful misconduct or violation of RCW Chapter 19.122 is not limited by this tariff. With respect to any other claim or suit, by a customer or by any other party, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Utility's liability, if any shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected.

THERE SHALL BE NO LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. THE UTILITY EXPRESSLY DISCLAIMS ALL WARRANTIES, STATED OR IMPLIED, EXCEPT THOSE SPECIFICALLY SET FORTH IN THIS TARIFF, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The charge for services rendered under this tariff are expressly based on the limitations of damages and disclaimer of warranties set forth above.

**Rule 24 - Unauthorized Use of Service**

(M)

Where service has been disconnected either through the request of the customer or through action of the Utility, and the service - which includes, but is not limited to, the saddle, curb stop, piping, meter setter, angle stop, check valve, meter - has been locked, authorized service cannot be restored without the Utility first reinitiating service.

In addition, the Utility will charge the customer receiving unauthorized service the tariff rate for all service that the Utility estimates was taken plus all of the Utility's costs resulting from the unauthorized use and all applicable fees for discontinuing of service.

(T)

See, RCW 80.28.240

(N)

**Rule 25 - Damage and Repairs Charge**

(M)

The Utility shall be responsible for maintaining meter boxes and their contents, along with fire hydrants and services on the street side of the Point of Delivery. However, if a customer or the customer's contractor, invitee or agent causes damage to the meter box, fire hydrant, pipes, mains or other equipment of the Utility's infrastructure, the customer will be responsible for paying for the damage and repairs at time and materials basis.

(T)

(T)

(M) Transferred from Original Sheet No. 16; Rule 25 Transferred from Original Sheet No. 17

Issued Date: 04/23/2019

Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley

Title: Vice President of Rates and Regulatory Matters

(T)

First Revision of Sheet No. 15  
Canceling  
Original Sheet No. 15  
WN U-2

Washington Water Service Company

For Commission's Receipt Stamp

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

**Rule 26 – Compound Meter Procedures**

(M)

'Compound Meter' – is a combination of a large meter and a small meter, with a special change-over valve to accurately measure an extremely broad range of flow rates.

When the Utility determines that a compound meter is needed to accurately measure flow rates, then a compound meter is billed as a single customer; this is done by applying the larger meter size to determine the monthly metered rate service per **Schedule 2** for base rate and usage blocks; the total billed usage amount is determined by combining the usage of both the large and small meters.

**Rule 27 – Water Leak Procedures**

(M)

It is the Utility's practice to consider an adjustment to a customer's account when a leak has occurred on the customer's property. After the customer submits a bill from a plumber or other evidence that the leak has been repaired, the Utility will calculate the amount of the credit adjustment. (T)

- The credit will be for one month's usage only.
- Consumption for current month will be compared with consumption from same period, prior year and the difference calculated.
- The Utility will calculate adjustment value at 50% of usage times usage rates in **Schedule 2**.

The credit described in this Rule is available to a customer only once every twenty-four calendar months. See, WAC 480-110-405. (N)

**Rule 28 - Landlord Reversion Agreement**

(M)

The Utility will automatically revert accounts into the landlord's name and responsibility, when tenants move out if the Landlord Reversion Authorization has been submitted to the Utility. The form is available for download at the Utility's website or a hard copy can be requested by the landlord. Reversion will remain on file with the Utility and can only be canceled with a 30-day written notification. (D)

**Rule 29 - Meter Accuracy Testing**

(M)

The Utility will perform a meter accuracy test and share the results with the customer when requested. The test will be at no charge to the customer, except when multiple tests are requested by the customer within a twelve-month period. After the first test, additional tests in a twelve month period shall be billed to a customer at a time and material basis. See, WAC 480-110-405. (T)(N)

(M) Transferred from Original Sheet No. 17; Rules 28 and 29 Transferred from Original Sheet No. 18

Issued Date: 04/23/2019

Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley

Title: Vice President of Rates and Regulatory Matters (T)

Fourth Revision of Sheet No. 24  
Canceling  
Third Sheet No. 24  
WN U-2

Washington Water Service Company

For Commission's Receipt Stamp

**SERVICE AREA**

Water System List:

System Name	County	Region	DOH WFI #	
MOUNTAIN VIEW MEADOWS C	PIERCE	SW	AB472C	(M)
MOUNTAIN VIEW MEADOWS D	PIERCE	SW	AB474H	(M)
NORDAL	PIERCE	NW	06839U	(M)
OLALLA	KITSAP	NW	63215F	(M)
ORCAS HIGHLANDS	SAN JUAN	NW	133014	(M)
OVERRA ROAD #1	KITSAP	NW	00587A	(M)
OVERRA ROAD #2	KITSAP	NW	01333R	(M)
PACIFIC VENTURES	KITSAP	NW	29921U	(M)
PALMER LAKE	PIERCE	NW	657451	(M)
PARKSHORE ESTATES	MASON	SW	66146U	(M)
PARKVIEW TERRACE	KITSAP	NW	66215N	(M)
PATROSA LANE	KITSAP	NW	01095Y	(M)
PEACOCK HILL	PIERCE	NW	66637Q	(M)
PEDERSON, HAROLD WELL	PIERCE	NW	66727L	(M)
PHELPS ROAD - KITSAP	KITSAP	NW	63210W	(M)
POINT EVANS	PIERCE	NW	68065U	(M)
QUISTORFF	PIERCE	NW	705505	(M)
RAFT ISLAND	PIERCE	NW	70760N	(M)
RAINFOREST GREENHOUSE	KITSAP	NW	054736	(M)
RAINIER MEADOWS (JANASZAK)	KITSAP	NW	04323P	(M)
RAINWOOD	THURSTON	SW	14730Y	(M)
RANCH ACRE	THURSTON	SW	285511	(M)
RED CEDAR ESTATES	THURSTON	SW	71610A	(M)
REGENCY PARK	KITSAP	NW	71727A	(M)
RICHARDSON	PIERCE	NW	AA131P	(M)
RIVER PARK	THURSTON	SW	727765	(M)
ROBINHOOD TERRACE	KITSAP	NW	036252	(M)
ROLLING FIRS/EVERGREEN TER	THURSTON	SW	73975Y	(M)

(M) Transferred from Third Revision of Sheet No. 25; Ranch Acre through Rolling  
Firs/Evergreen Ter transferred from Second Revision Sheet No. 26

Issued Date: 04/23/2019 Effective Date: 06/03/2019

Issued by: Washington Water Service Company

By: Paul Townsley Title: Vice President of Rates and Regulatory Matters