

RAINIER VIEW WATER COMPANY INC.

HOURS AND CONTACT INFORMATION

Customer Service Hours are Monday-Friday, 8:00 a.m. – 4:30 p.m.
 Physical Address (Drop Box, But No Mail): 5410 189th St. E., Puyallup, WA 98375
 Mailing Address: P.O. Box 44427, Tacoma, WA 98448 ♦ P: (253) 537-6634 ♦ F: (253) 537-7896
 E-mail: info@RainierViewWater.com ♦ Web Site: www.RainierViewWater.com
 For after-hours emergencies, call 253-537-6634

Welcome to Rainier View Water Company! For questions regarding billing or service, our office staff is available *Monday - Friday, 8:00 AM - 4:30 PM*. In case of an emergency after business hours, please call 253-537-6634 and follow the prompts.

Establishing Service: Service and supply of water shall be rendered only after submitting a completed and signed application by the prospective customer and acceptance of the application by the water company (allow one business day for processing). **As part of the application, the prospective customer must also complete and sign a Water Use Questionnaire for the application to be considered complete.**

- One-time charges of \$15.00 (new account set-up fee) and \$10.00 (dispatch fee for beginning read) will be billed on the first statement.
- Statements are mailed out at the beginning of every month, with payment due upon receipt, and past due after the 16th.
- A 10-day reminder notice is then mailed to customers with unpaid balances.
- A 3-day disconnect notice is then mailed to the customers with unpaid balances.
- **If a disconnect notice is received, you must notify the billing department that you are making a payment, or run the risk of disconnection.**
- If service is disconnected for non-payment, there are additional charges that must be paid with the past due balance of account before restoring service.
- If the account has been established under fraudulent means, service may be terminated without further notice.

Please read the following information in regards to your future water bills:

Metered Rate Service – Effective Sept. 1, 2019 (Schedule No. 1)

Applicable to Water service where a meter is installed

Rate Code Res / Non-Res	Meter Size	Base Rate	1 st Block (Cu. ft.)	1 st Usage Rate ¹	2 nd Block (Cu. ft.)	2 nd Usage Rate ¹	3 rd Block (Cu. ft.)	3 rd Usage Rate ¹
*1105 / 1205	3/4-inch, 5/8-in or .625-in	\$14.90	0 - 600	\$1.13	601 - 3,000	\$1.30	Over 3,000	\$2.49
*1110 / 1210	1-inch	\$24.83	0 - 1,500	\$1.13	1,501 - 7,500	\$1.30	Over 7,500	\$2.49
1115 / 1215	1 ½-inch or 1.5-inch	\$49.67	0 - 3,000	\$1.13	3,001 - 15,000	\$1.30	Over 15,000	\$2.49
1120 / 1220	2-inch	\$79.47	0 - 4,800	\$1.13	4,801 - 24,000	\$1.30	Over 24,000	\$2.49
1130 / 1230	3-inch	\$149.00	0 - 9,000	\$1.13	9,001 - 45,000	\$1.30	Over 45,000	\$2.49
1140 / 1240	4-inch	\$248.33	0 - 15,000	\$1.13	15,001 - 75,000	\$1.30	Over 75,000	\$2.49
1160 / 1260	6-inch	\$496.67	0 - 30,000	\$1.13	30,001 - 150,000	\$1.30	Over 150,000	\$2.49

Treatment Surcharge - \$ 0.75 per month per service connection

Billed in Arrears

¹ - Based on per 100 cubic feet or fraction thereof.

² - Or smaller

Flat Rate (Unmetered) **\$28.68**

Service Charges and Credit Policy: A service charge of \$10.00 shall be applied to each account for each payment returned unpaid for any reason by the financial institution upon which the payment is drawn.

Utility payments are due upon receipt and past due after the 16th of each month. Action to collect a delinquent account may include disconnection of service unless satisfactory payment or arrangements are made. The customer will be charged a dispatch fee for the collection of a delinquent account (this includes failure to follow through with arrangements or payments returned unpaid).

There is a reconnect fee that is due if service is disconnected for any reason, except when disconnection is done for the convenience of the company. Restoration of service will be made after payment of applicable charges, including reconnect fees.

Please call 3 business days in advance to discontinue service.

Payments: You may pay your bill online, by phone, by mail, in person or drop box:

Online – <https://www.xpressbillpay.com>

By Phone – 253-537-6634

By Mail – in the envelope provided OR
P.O. Box 44427, Tacoma, WA 98448

In Person – at our Main Office:

5410 189th St. E., Puyallup, WA

(At corner of Canyon and 189th St E)

Drop Box – Main Office

Next to drive-up window:

5410 189th St. E., Puyallup, WA

Termination of Service: To discontinue service, customer is responsible for notifying the utility. Failure to do so will result in the customer being responsible to continue paying the company's tariff rate until the company becomes aware that the customer has vacated the property.

Change of Use: The customer will not increase OR change his or her demand or use of service as stated in the customer's application without giving due notice of such increase. In the event of such increase, the customer will be required to pay the utilities regularly published rates for such increased service and demand from the date of connection and use of the same.

Whenever the customer desires to discontinue the use of water for any special purpose or through fixtures mentioned in the original application, the customer shall cause the fixture to be removed and the branch pipe or service supplying the same to be capped or plugged and shall notify the utility in writing before any reduction in charge will be made. Such a reduction in charge is contingent upon the provisions of the tariff.

The applicant specifically agrees to install and maintain at all times their plumbing system in compliance with the most current edition of the Uniform Plumbing Code having jurisdiction as it pertains to the prevention of water system contamination and prevention of pressure surges and thermal expansion in their water piping.

Further, the applicant agrees not to make a claim against Rainier View Water Company, Inc., or its agents or employees for damages and/or loss of production, sales or service, in case of water pressure variations, or the disruption of the water supply for water system repair, routine maintenance, power outages and other conditions normally expected in the operation.

Sprinkling and Irrigation: Water used for sprinkling and irrigation shall be paid for at the regular prescribed tariff rates for such service. The hours for such use shall be prescribed from time to time by Rainier View Water Company.

During peak use months (June-September), and at any such other times when demand may be high, Rainier View Water Company may prohibit or limit sprinkling and irrigation to preserve water for domestic use.

DISPUTE RESOLUTION: If you have a complaint or dispute with the company regarding utility service, please call 253-537-6634 or 1-888-490-3741 or write to Rainier View Water Company c/o Customer Service, P.O. Box 44427, Tacoma, WA 98448.

Any complaints or disputes received by Rainier View Water Company will be investigated promptly and the results reported to you. If corrective action is required, that action will be taken as soon as possible. If the complaint cannot be resolved through initial contact, you have the right to request the problem be acted upon by Rainier View Water Company's supervisory personnel. If your complaint is still unresolved, you may call the Washington Utilities and Transportation Commission at 1-800-562-6150. Their e-mail address is consumer@utc.wa.gov.

Tariff information is available at our office for review during normal office hours.