Planning • Management • Engineering
P.O. Box 123 • Port Orchard, WA 98366 • 888-881-0958 • 360-876-0958

Month, XX 20XX

Name
Address
Town, WA 98XXX

Re: Scott Lake Maintenance

Site Address: Service Address
Utility Account #: Account Number

Dear Name:

The Scott Lake Maintenance contracted with Northwest Water Systems, Inc. (NWS) for Management and Operation of the water system to include Customer Utility Billing. Should you have questions regarding system operations (water quality or quantity) please contact our Operations Supervisor, Kevin Odegard. For questions related to your water service utility account(s), please contact our Customer Utility Billing department. You may reach any of us by calling 360-876-0958 or toll free at 1-888-881-0958. **For emergency situations a technician is on call 24/7/365.**

The water rates, shut off, restoration, final notification fees, etc. are all printed on the back side of this letter.

The Scott Lake Owner Application and Agreement is also included with this letter and must be completed and returned to our office at PO Box 123, Port Orchard, WA 98366 by Month xx, 20xx. (same due date as the billing cycle)

The one-time Connection Transfer/New Account Set-up fee of $xxx.xx was/was not paid through escrow. Enclosed is your first billing statement for [which includes the Transfer fee and] pro-rated service from [date] (the property purchase closing date) and is due by [date].

All Payments must be made payable to: **Scott Lake Maintenance**. You can mail in your payment (personal check, cashier's check, or money order): detach the top portion of the statement and send both in the enclosed return envelope. If you use an on-line bill pay service through your bank, please ensure your utility account number (as referenced above) is printed on the check. You can also *pay in person with cash*. Note that no more than $1.00 in coinage will be accepted and any payment greater than the account balance will be applied to and reflect as a credit on the account – *we are not able to make change*. Our office is located at 7245 Bethel-Burley Rd. SE, Port Orchard, WA 98367.

To view your account or pay your bill online you'll need to register at: www.billpay.ubmaxonline.com. To register, you'll need a 'municipality code' and have your billing statement close-to-hand as the rest of the information will need to be entered ***exactly*** as it is displayed on the billing statement. Your municipality code is: **NWScottLake**.

** The credit card payment processor charges a graduating service fee of $3.00 per $100.00 increment of payment. What this means is if the bill you are paying is any amount up to $100.00 your fee will be $3.00, if the bill you are paying is any amount from $100.01 to $200.00 your fee will be $6.00, etc.

To receive your billing statement by e-mail (as a PDF attachment) you'll need to call our office and speak with a Customer Utility Billing Department staff member.

Please contact our office if you have any problems, questions or concerns.

Respectfully,

Customer Utility Billing Department
NORTHWEST WATER SYSTEMS, INC.

cc Scott Lake Maintenance
/enclosure

Scott Lake Maintenance

Rates:

Maintenance & Operation (M&O)
Flat fee of $10

Replacement Reserve
Flat fee of $10

Extra Lot Fees
Flat fee of $2.00 for extra lot
Flat fee of $.75 for partial lot

Water Rates
Base usage up to 2,000 cubic feet (cf) - $22
$.010 per cf for 2,001 to 5,000 cf
$.015 per cf for anything over 5,001cf

Billing Policy:

An account with any outstanding balance at the time a regular billing is processed is assessed a Late Fee of $25.00 plus 1% interest.

Continued non-payment will then escalate to issuance of Final Notice of Service Suspension, at a cost to the customer of $20.81 per printed notice plus additional postage fees if special mailing is required. If payment in full is not received by the due date on the notice, service will be suspended and locked-off. At that point a Lock-off Fee of $157.75 and Service Restoration Fee of $157.75 are applied to the account. Regular service charges and late fees continue to be assessed while in lock-off. Service will not be restored until the total balance of the account is paid.

Scott Lake Community Water Services Property Owner Application and Agreement
2631 114th Way SW
Olympia, WA 98512
360-352-4787

Service Address: _____

Account Number: _____

Account number will be assigned by the Utility upon approval of request.
Definition: Utility is the Scott Lake Maintenance Company or its authorized agent.
Condition for Property Ownership Application (check one)
_____ Owner occupied
_____ Non-owner occupied

New account/Connection Transfer Fee: $105.16 will be billed to the new owner(s).

Section 1: Property Owner Information (please print)

Property owner(s): _____
Mailing Address (if different than above): _____
Phone (home): _____ (Work): _____ (Cell): _____
Email Address: _____

Section 2: Property Owner Agreement; please ***initial*** for each acknowledgment:

_____ The owner agrees to pay for the services provided in accordance with the rates now in effect or as subsequently increased or decreased by the Scott Lake Board of Trustees.
_____ Bill payments are due the 20th of each month for the previous month's water use and reserves. A penalty of $25.00 or 1% of the total bill, whichever is greater, will be assessed on the next month for non-payment or late payment.
_____Bills are deemed delinquent if not paid by the due date shown on the monthly billing statement.
_____ In the event of service suspension (water shut-off) due to delinquency, all past due charges, late fees, interest, special notification fees, shut off and restoration fees must be paid in full prior to service being restored.
_____ The Utility reserves the right to require cash to redeem any check returned by the bank for any reason.
_____ The owner will provide the Utility with an accurate mailing address for bills. Failure to receive mail will not be recognized as a valid excuse for non-payment.
_____ Utility accounts are maintained in the name of the property owner. Any requests for changes to an account must be made by the property owner.
_____ The owner will keep the meter or meters accessible at all times. The owner agrees to pay for all damages to the meter(s) which may occur through negligence or damage. The owner is solely responsible for the maintenance of all pipes located on the owner's property.
_____ Payments returned for nonsufficient funds will be considered as non-payment of account. An additional fee of $25.00 for each occurrence will be added to the account.

Section 3: Non-owner Occupied Property (complete if applicable):

_____ The property at the service address shown above is not owner occupied.
Occupant name(s): _____
Occupant Phone (Home): _____ (Work): _____ (Cell): _____
_____ The owner is ALWAYS responsible for payment of the charges incurred at the premises, whether occupied in person by the owner or tenants.
_____ The owner will provide updated information on non-owner occupants when new tenants move into the property at the service address shown above.
The undersigned, referred to as the owner(s), hereby applies for water services from the Utility. In consideration of the Utility accepting this request and providing the services, the owner agrees to all of the above terms and conditions.

Owner(s) Name (print): _____

Owner Signature: _____ Date: _____

Owner Signature: _____ Date: _____