

Point Richmond Ridge Homeowners Association

05/31/2026

Prepared by:



Point Richmond Ridge Homeowners Association

Balance Sheet as of 5/31/2026

Assets	Operating	Reserve	Total
Bank Accounts			
000101 - AAB NEW Operating Account 2938	\$20,906.49		\$20,906.49
000200 - Reserve Account		\$35,824.89	\$35,824.89
Total Bank Accounts	\$20,906.49	\$35,824.89	\$56,731.38
Total Assets	\$20,906.49	\$35,824.89	\$56,731.38
Liabilities / Equity	Operating	Reserve	Total
Liability			
210200 - Prepaid Assessment	\$2,341.13		\$2,341.13
Total Liability	\$2,341.13		\$2,341.13
Equity - Retained Earnings			
320000 - Retained Earnings	\$2,381.76	\$35,677.05	\$38,058.81
390000 - Net Income	\$16,183.60	\$147.84	\$16,331.44
Total Equity - Retained Earnings	\$18,565.36	\$35,824.89	\$54,390.25
Total Liabilities / Equity	\$20,906.49	\$35,824.89	\$56,731.38

Point Richmond Ridge Homeowners Association

Statement of Revenues and Expenses 5/1/2026 - 5/31/2026

	Current Period			Year To Date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
Operating Income							
Income							
410000 - Assessment Income	112.00	-	112.00	24,811.00	24,900.00	(89.00)	49,800.00
410001 - Late Fees	-	-	-	125.00	-	125.00	-
410006 - Fines Income	-	-	-	(125.00)	-	(125.00)	-
410905 - Admin Notice Fee - HOA-CS	108.00	-	108.00	192.00	-	192.00	-
420003 - Investment/Interest Income	.43	-	.43	2.32	-	2.32	-
Total Income	220.43	-	220.43	25,005.32	24,900.00	105.32	49,800.00
Total Income	220.43	-	220.43	25,005.32	24,900.00	105.32	49,800.00
Operating Expense							
Expenses							
500085 - Strongroom	10.00	10.00	-	50.00	50.00	-	120.00
501003 - Insurance Expense	-	-	-	-	-	-	3,160.00
501004 - Legal/Lien Fees	-	42.00	42.00	1,182.50	210.00	(972.50)	500.00
501006 - Management	679.80	660.00	(19.80)	3,379.20	3,300.00	(79.20)	7,920.00
501010 - Filing Fees	-	6.25	6.25	-	31.25	31.25	75.00
503000 - Office Supplies	-	65.00	65.00	466.98	325.00	(141.98)	775.00
503010 - Postage	-	33.00	33.00	.78	165.00	164.22	400.00
503011 - Mail House	20.30	-	(20.30)	105.44	-	(105.44)	-
503210 - Website	-	70.00	70.00	-	350.00	350.00	840.00
504000 - Taxes Property	-	-	-	477.13	585.00	107.87	585.00
504080 - Taxes Federal	-	-	-	-	75.00	75.00	75.00
610005 - Landscape Maintenance Contract	-	763.00	763.00	3,026.80	3,815.00	788.20	9,156.00
610042 - Entry Maintenance	-	42.00	42.00	-	210.00	210.00	500.00
610062 - Tree Pruning/Removal	-	83.33	83.33	-	416.65	416.65	1,000.00
610130 - Backflow Testing	-	4.58	4.58	-	22.90	22.90	55.00
750001 - Water	52.16	41.67	(10.49)	132.89	208.35	75.46	500.00
830150 - Contingencies	-	416.67	416.67	-	2,083.35	2,083.35	5,000.00
Total Expenses	762.26	2,237.50	1,475.24	8,821.72	11,847.50	3,025.78	30,661.00
Non Operating Expense							
990000 - Reserve Contribution	-	1,800.67	1,800.67	-	9,003.35	9,003.35	21,608.00
Total Non Operating Expense	-	1,800.67	1,800.67	-	9,003.35	9,003.35	21,608.00
Total Expense	762.26	4,038.17	3,275.91	8,821.72	20,850.85	12,029.13	52,269.00
Operating Net Total	(541.83)	(4,038.17)	3,496.34	16,183.60	4,049.15	12,134.45	(2,469.00)

Point Richmond Ridge Homeowners Association

Statement of Revenues and Expenses 5/1/2026 - 5/31/2026

	Current Period			Year To Date			Annual Budget
	Actual	Budget	Variance	Actual	Budget	Variance	
Reserve Income							
Income							
420003 - Investment/Interest Income	30.40	-	30.40	147.84	-	147.84	-
Total Income	30.40	-	30.40	147.84	-	147.84	-
Non Operating Revenue							
890000 - Reserve Income Contribution	-	1,800.67	(1,800.67)	-	9,003.35	(9,003.35)	21,608.00
Total Non Operating Revenue	-	1,800.67	(1,800.67)	-	9,003.35	(9,003.35)	21,608.00
Total Income	30.40	1,800.67	(1,770.27)	147.84	9,003.35	(8,855.51)	21,608.00
Reserve Expense							
Expenses							
610600 - Playground/Park Equip & Maintenance	-	338.08	338.08	-	1,690.40	1,690.40	4,057.00
630012 - Road Maintenance	-	466.67	466.67	-	2,333.35	2,333.35	5,600.00
Total Expenses	-	804.75	804.75	-	4,023.75	4,023.75	9,657.00
Total Expense	-	804.75	804.75	-	4,023.75	4,023.75	9,657.00
Reserve Net Total	30.40	995.92	(965.52)	147.84	4,979.60	(4,831.76)	11,951.00
Net Total	(511.43)	(3,042.25)	2,530.82	16,331.44	9,028.75	7,302.69	9,482.00

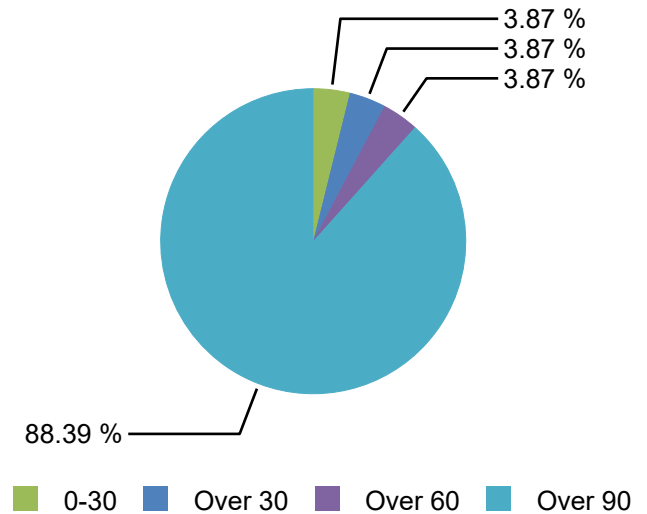
Point Richmond Ridge Homeowners Association

AR Aging - 5/31/2026

SUMMARY

Charge	Balance
Administrative Notice Fee (1)	\$168.00
Late Fee (1)	\$300.00
Semi-Annual Dues (1)	\$488.00
Total	\$956.00

DISTRIBUTION



Property	0-30	Over 30	Over 60	Over 90	Balance
PRRH1044334 - 13409 13th Avenue NW - Nieves					
Coll Status: Hold Collections & Fees	\$37.00	\$37.00	\$37.00	\$845.00	\$956.00
Semi-Annual Dues	-	-	-	\$488.00	\$488.00
Late Fee	\$25.00	\$25.00	\$25.00	\$225.00	\$300.00
Administrative Notice Fee	\$12.00	\$12.00	\$12.00	\$132.00	\$168.00
Total:	\$37.00	\$37.00	\$37.00	\$845.00	\$956.00
Property Count:	1	1	1	1	

Point Richmond Ridge Homeowners Association

Pre Paid Homeowners For 5/31/2026

Account	Property	Owner Name	Credit Amount
PRRH1059653	13814 11th Avenue NW	Steven & Elizabeth Underwood	516.13
PRRH1044251	13801 11th Avenue NW	Jose & Chrisangela Lopez	425.00
PRRH1044176	13303 13th Avenue NW	Anthony & Diane Jackson	300.00
PRRH1044218	13621 11th Avenue NW	Francois & Cherilynn Vigneron	300.00
PRRH1044224	13627 11th Avenue NW	Bruce & Janelle Price	300.00
PRRH1061255	13802 12th Avenue NW	Julia Rachel Huffman Revocable Living Trust	300.00
PRRH1044179	13307 13th Avenue NW	Jeffrey & Lorin Jacobs	200.00
Total			2,341.13

(*** indicates previous owners)

Point Richmond Ridge Homeowners Association

Bank Account Reconciliation for Period 5/31/2026

Reconciliation Summary

Bank Account	Bank Bal.	Uncleared Items	Adj. Balance	Book Balance	Status
AAB NEW Operating - 2938	20,932.41	-25.92	20,906.49	20,906.49	Balanced
AAB Reserve - 5357	35,824.89	0.00	35,824.89	35,824.89	Balanced

Unreconciled Items

Date	Description	Check No	Amount
AAB NEW Operating - 2938			
5/29/2026	Washington Water Service - Seattle		-25.92
Total AAB NEW Operating - 2938			-25.92

Reconciled Items

Date	Description	Check No	Amount
AAB NEW Operating - 2938			
5/1/2026	May Interest		0.43
5/17/2026	Recurring Payment - Account Number: PRRH1044334	2361	112.00
5/19/2026	Lockbox Deposit - Western Alliance Bank		108.00
5/27/2026	Lockbox Deposit - Western Alliance Bank		300.00
5/28/2026	Lockbox Deposit - Western Alliance Bank		300.00
5/1/2026	HOA Community Solutions	ACH	-679.80
5/6/2026	HOA Community Solutions	ACH	-20.30
5/7/2026	Washington Water Service - Seattle		-26.24
5/27/2026	Strongroom - Strongroom Fees		-10.00
Total AAB NEW Operating - 2938			84.09

AAB Reserve - 5357

5/1/2026	May Interest		30.40
Total AAB Reserve - 5357			30.40



PO Box 26237 • Las Vegas, NV 89126-0237

Return Service Requested

POINT RICHMOND RIDGE HOMEOWNERS
C/O HOA COMMUNITY SOLUTIONS LLC
OPERATING
PO BOX 364
GIG HARBOR WA 98335-0364

Last statement: April 30, 2026
This statement: May 31, 2026
Total days in statement period: 31

Page 1
XXXXXX2938
(1)

Direct inquiries to:
888-734-4567

Alliance Association Banking
3075 W. Ray Road, FL 4
Chandler AZ 85226

THANK YOU FOR BANKING WITH US!

AAB Community Checking

Account number	XXXXXX2938	Beginning balance	\$20,848.32
Enclosures	1	Total additions	820.43
Low balance	\$20,121.98	Total subtractions	736.34
Average balance	\$20,370.71	Ending balance	\$20,932.41
Avg collected balance	\$20,357		

DEBITS

Date	Description	Subtractions
05-04	' ACH Debit Point Richmond R L180171 260504	679.80
05-06	' ACH Debit WASHINGTON WATER WATER BILL 260505	26.24
05-08	' ACH Debit Point Richmond R L185529 260508	20.30
05-27	Miscellaneous Debit AVIDXCHANGE FEES	10.00

CREDITS

Date	Description	Additions
05-19	' Lockbox Deposit	108.00
05-20	' ACH Credit Vantaca - Payout Vantaca - 260520 ST-F6J1P7M4Y9H2	112.00
05-27	' Lockbox Deposit	300.00
05-28	' Lockbox Deposit	300.00

POINT RICHMOND RIDGE HOMEOWNERS
May 31, 2026

Page 2
XXXXXX2938

<u>Date</u>	<u>Description</u>	<u>Additions</u>
05-31	' Interest Credit	0.43

DAILY BALANCES

<u>Date</u>	<u>Amount</u>	<u>Date</u>	<u>Amount</u>	<u>Date</u>	<u>Amount</u>
04-30	20,848.32	05-08	20,121.98	05-27	20,631.98
05-04	20,168.52	05-19	20,229.98	05-28	20,931.98
05-06	20,142.28	05-20	20,341.98	05-31	20,932.41

INTEREST INFORMATION

Annual percentage yield earned	0.02%
Interest-bearing days	31
Average balance for APY	\$20,357.55
Interest earned	\$0.43

OVERDRAFT/RETURN ITEM FEES

	Total for this period	Total year-to-date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$0.00



PO Box 26237 • Las Vegas, NV 89126-0237

Return Service Requested

POINT RICHMOND RIDGE HOMEOWNERS
C/O HOA COMMUNITY SOLUTIONS LLC
RESERVE
PO BOX 364
GIG HARBOR WA 98335-0364

Last statement: April 30, 2026
This statement: May 31, 2026
Total days in statement period: 31

Page 1
XXXXXX5357
(0)

Direct inquiries to:
888-734-4567

Alliance Association Banking
3075 W. Ray Road, FL 4
Chandler AZ 85226

THANK YOU FOR BANKING WITH US!

AAB Association MMA

Account number	XXXXXX5357	Beginning balance	\$35,794.49
Low balance	\$35,794.49	Total additions	30.40
Average balance	\$35,794.49	Total subtractions	0.00
Avg collected balance	\$35,794	Ending balance	\$35,824.89
Interest paid year to date	\$147.84		

CREDITS

Date	Description	Additions
05-31	Interest Credit	30.40

DAILY BALANCES

Date	Amount	Date	Amount	Date	Amount
04-30	35,794.49	05-31	35,824.89		

INTEREST INFORMATION

Annual percentage yield earned	1.00%
Interest-bearing days	31
Average balance for APY	\$35,794.49
Interest earned	\$30.40

OVERDRAFT/RETURN ITEM FEES

	Total for this period	Total year-to-date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$0.00

HOA Community Solutions
P.O. Box 364
Gig Harbor, WA 98335

INVOICE 1508052

Account Number	Due Date	Invoice Total
MGMT - PRRH	5/1/2026	\$679.80

Point Richmond Ridge Homeowners Association

DATE	DESCRIPTION	CHARGES
5/1/2026	Management Fees	\$679.80

Point Richmond Ridge Homeowners Association

Items Total : \$679.80
Credit Amount : \$0.00
Invoice Total : \$679.80
Due Date : 5/1/2026
Account Number: **MGMT - PRRH**

HOA Community Solutions
P.O. Box 364
Gig Harbor, WA 98335

INVOICE 1520579

Account Number	Due Date	Invoice Total
Admin-PRRH	5/1/2026	\$20.30

Point Richmond Ridge Homeowners Association

DATE	DESCRIPTION	CHARGES
5/1/2026	MAIL HOUSE Mail House Charges Mailhouse charges April Mailings	\$20.30

Point Richmond Ridge Homeowners Association

Items Total : \$20.30
Credit Amount : \$0.00
Invoice Total : \$20.30
Due Date : 5/1/2026
Account Number: Admin-PRRH



FOR CUSTOMER SERVICE
(877) 408-4060
www.wawater.com
14519 Peacock Hill Ave. NW
Gig Harbor, WA 98332

Customer Name: PT RICHMOND RIDGE HOA
Billing Date: April 22, 2026
Account Number: 0419085055

Customer Message(s)
If you are signed up for automatic payment withdrawals and would like to go paperless and receive your bill via email, please provide your email address below.

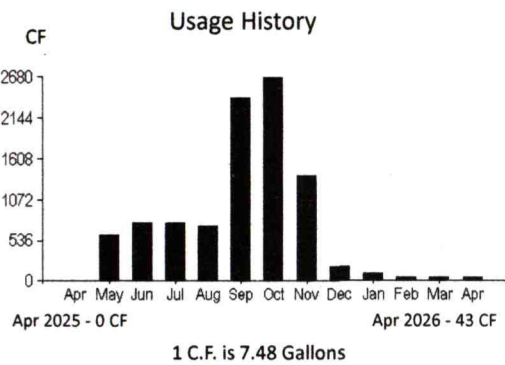
>Amount due will be debited from your bank account on 2026-05-04<

New, Convenient, Flexible Payment Plans Available: Our new collaboration with PromisePay allows customers to privately make interest-free payment arrangements to bring their past-due accounts current. Residential customers who have a past-due balance of at least \$50 are eligible and will receive text alerts to easily and discreetly set up a plan. Learn more: wawater.promise-pay.com.

Visit www.wawater.com to find out how you can save time, eliminate postage, and reduce clutter! We offer several easy payment options, including online billing and payment service, Automatic Payment Service, and pay-by-phone toll-free at (844)-850-9065.

Service Address: 13602xxx 12th Ave NW, Gig Harbor, WA 98332
Service Area: Peacock Hill

Service Details



Service From 3/13/26 - 4/14/26	
3/4" Base - Zero Usage	24.72
3/4" Step 1: 0-600cf(43cf)	1.52
3/4" Step 2: 601-2,200cf(0cf)	0.00
3/4" Step 3: Over 2,200cf(0cf)	0.00
	\$26.24

Meter #	Current Meter Read		Previous Meter Read		Total Usage
	Date	Reading	Date	Reading	
43237266	04/14/2026	175229	03/12/2026	175186	43 CF

C1260423-3155-000000223

Account Number	Billing Date	
0419085055	04/22/26	Automatic payment of \$26.24 will be applied on 05/04/26

NW M-15

003155 000000223



PT RICHMOND RIDGE HOA
C/O DEPT 432-HOA CS
PO BOX 4579
HOUSTON TX 77210-4579 A

Provide your email address below and sign for paperless billing.

Email: _____

X _____

RETURN ADDRESS:
WASHINGTON WATER SERVICE
PO BOX 35134
SEATTLE WA 98124-5134



Washington Water Service
P.O. Box 336, Gig Harbor, WA 98335
Toll-Free (877) 408-4060
www.wawater.com



PLEASE SEND ALL PAYMENTS TO OUR PAYMENT-ONLY POST OFFICE BOX BELOW. PLEASE SEND ALL CORRESPONDENCE AND INQUIRIES TO OUR MAIN POST OFFICE BOX ABOVE.

Payments Only:	Office Locations:			
Payments	East Pierce	Gig Harbor	Olympia	Orcas Island
Box 35134	Customer Center	Customer Center	Engineering and Water Quality	Field Office
Seattle, WA 98124	5410 189th Street East	14519 Peacock Hill Avenue NW	6800 Meridian Road SE	107 Firehouse Lane
	Puyallup, WA 98375	Gig Harbor, WA 98332	Olympia, WA 98513	Eastsound, WA 98245
	Fax: (253) 875-7747	Fax: (253) 857-4001	Fax: (360) 459-3259	Fax: (360) 376-2722

Water Quality, Conservation and Other Important Information:

Washington Water Service (Washington Water) is a water utility regulated by the Washington Utilities and Transportation Commission (WUTC). The WUTC's contact information is provided below for your records.

WUTC-approved rate schedules and rules are available for your review at our Customer Center above and on our website at www.wawater.com. Additional information about water quality reports, conservation, emergency preparedness, and other service tips can also be found on our website.

Bill Due Dates:

This bill is due and payable upon receipt.
Current charges on this bill are due and payable upon receipt and become past due after 21 days. Any **prior balances** shown are considered due and should be paid immediately to avoid interruption of service. If you question the accuracy of your bill, please contact our Customer Center toll-free at (877) 408-4060.

Payments

Payments can be made online by visiting our website at www.wawater.com or by calling our automatic payment number at (844) 850-9065. Please be sure to have your account number and service zip code available when making your payment using the automatic payment line. We accept the following methods of payment: cash, personal check, money order, or Visa, MasterCard, and Discover at our Customer Center. Credit card payments can also be made over the phone during normal business hours by calling the toll-free number above. **Please note: Payments made over the phone with a customer service representative will be assessed a credit card processing fee, which we send to our payment processor.** We also have a night drop at our East Pierce, Gig Harbor, and Olympia locations, where you can drop your payment off for processing the next business day.

In addition to the payment methods previously mentioned, we offer automatic payment services that enable you to have your payment drafted from your checking /savings account or a credit card on a recurring basis. If you are interested in one of our auto-pay services, please visit our website and click on the "Customer Care" tab to learn more and sign up. You can also call our office for assistance with these payment options.

Washington Water also accepts payments from our customer's bill payer services. For those options, please reach out to your bank to set up your automatic payment option.

Check payments should include your payment remittance stub for proper processing and be mailed separately from your general correspondence and inquiries to the payment post office box above. **Please do not fold, staple, or clip your payments to your invoice, as automated equipment is used to process your payment.**

Emergency Services

Office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Our office is closed on Mondays from noon to 1:00 p.m. and on weekends and holidays. For a list of our office closures, please visit our website at www.wawater.com. If you have an emergency during non-business hours, please call our toll-free number for assistance. For account information such as balance due, payment due dates, and other non-emergency services, please call our Customer Center during normal business hours.

Employee Identification

Authorized employees carry Washington Water photo identification and also wear company clothing with our logo. Please ask for identification before admitting service representatives onto your property. If you have any concerns, please call our Customer Center.

NOTICE TO CUSTOMERS WITH A PAST-DUE, PRIOR BALANCE ON THEIR BILL:

Any prior balance shown on this bill is past due. Service may be interrupted if payment is not received immediately.

If you are unable to pay a past-due bill, please contact our Customer Center to make payment arrangements. If service is interrupted for non-payment, restoration of service will require the payment of a reconnection fee to turn your water back on.

If you have concerns about your water service or bill and have contacted our Customer Center, and you have not been able to resolve your concerns, please ask to speak to our customer service manager. If your concerns are still not addressed, you can contact the Washington Utilities and Transportation Commission for further assistance.

Consumer Protection Division
Washington Utilities and Transportation Commission
P.O. Box 47250, Olympia, WA 98504-7250
Telephone: (888) 333-WUTC (9882)
www.utc.wa.gov



FOR CUSTOMER SERVICE
(877) 408-4060
www.wawater.com
14519 Peacock Hill Ave. NW
Gig Harbor, WA 98332

Customer Name: PT RICHMOND RIDGE HOA
Billing Date: May 20, 2026
Account Number: 0419085055

Customer Message(s)
If you are signed up for automatic payment withdrawals and would like to go paperless and receive your bill via email, please provide your email address below.

>Amount due will be debited from your bank account on 2026-06-01<

Your 2025 water quality report is available online at the following URL: www.wawater.com/ccr/66637Q; it contains important information about the source(s) and quality of your drinking water. For more information or to request a paper copy, please call our Customer Service Center at: (877) 408-4060.

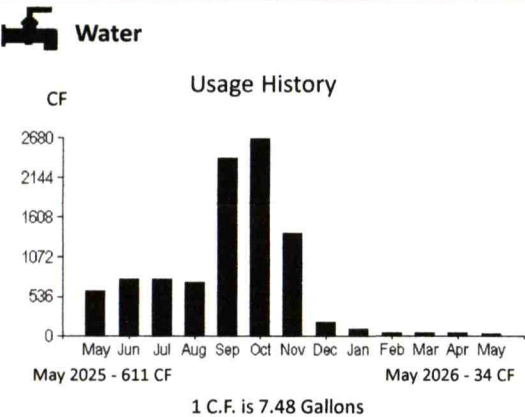
Account Summary as of May 20, 2026	
Current charges - Water: Metered	25.92
Subtotal	25.92
Prior Balance	26.24
Payment Received - 05/04/26	-26.24
Total Amount Due	\$25.92

Current Charges Delinquent on 06/11/26

Automatic payment of amount due will be debited from your bank account on 06/01/26

Service Address: 13602xxx 12th Ave NW, Gig Harbor, WA 98332
Service Area: Peacock Hill

Service Details



Service From 4/15/26 - 5/12/26	
3/4" Base - Zero Usage	24.72
3/4" Step 1: 0-600cf(34cf)	1.20
3/4" Step 2: 601-2,200cf(0cf)	0.00
3/4" Step 3: Over 2,200cf(0cf)	0.00
	\$25.92

Meter #	Current Meter Read		Previous Meter Read		Total Usage
	Date	Reading	Date	Reading	
43237266	05/12/2026	175263	04/14/2026	175229	34 CF

C1260521-3073-000000221

Account Number	Billing Date	
0419085055	05/20/26	Automatic payment of \$25.92 will be applied on 06/01/26

NW M-15

003073 0000000221



PT RICHMOND RIDGE HOA
C/O DEPT 432-HOA CS
PO BOX 4579
HOUSTON TX 77210-4579 A

Provide your email address below and sign for paperless billing.

Email: _____

X _____

RETURN ADDRESS:
WASHINGTON WATER SERVICE
PO BOX 35134
SEATTLE WA 98124-5134



Washington Water Service
P.O. Box 336, Gig Harbor, WA 98335
Toll-Free (877) 408-4060
www.wawater.com

PLEASE SEND ALL PAYMENTS TO OUR PAYMENT-ONLY POST OFFICE BOX BELOW. PLEASE SEND ALL CORRESPONDENCE AND INQUIRIES TO OUR MAIN POST OFFICE BOX ABOVE.

Payments Only:	Office Locations:			
Payments	East Pierce	Gig Harbor	Olympia	Orcas Island
Box 35134	Customer Center	Customer Center	Engineering and Water Quality	Field Office
Gig Harbor, WA 98124	5410 189th Street East	14519 Peacock Hill Avenue NW	6800 Meridian Road SE	107 Firehouse Lane
	Puyallup, WA 98375	Gig Harbor, WA 98332	Olympia, WA 98513	Eastsound, WA 98245
	Fax: (253) 875-7747	Fax: (253) 857-4001	Fax: (360) 459-3259	Fax: (360) 376-2722

Water Quality, Conservation and Other Important Information:

Washington Water Service (Washington Water) is a water utility regulated by the Washington Utilities and Transportation Commission (WUTC). The WUTC's contact information is provided below for your records.

Rate schedules and rules are available for your review at our Customer Center above and on our website at www.wawater.com. Additional information about water quality reports, conservation, emergency preparedness, and other service tips can also be found on our website.

Bill Due Dates: *This bill is due and payable upon receipt.*

Current charges on this bill are due and payable upon receipt and become past due after 21 days. Any **prior balances** shown are considered past due and should be paid immediately to avoid interruption of service. If you question the accuracy of your bill, please contact our Customer Center toll-free at (877) 408-4060.

Payments

Payments can be made online by visiting our website at www.wawater.com or by calling our automatic payment number at (844) 850-9065. Please be sure to have your account number and service zip code available when making your payment using the automatic payment line. We accept the following methods of payment: cash, personal check, money order, or Visa, MasterCard, and Discover at our Customer Center. Credit card payments can also be made over the phone during normal business hours by calling the toll-free number above. **Please note: Payments made over the phone with a customer service representative will be assessed a credit card processing fee, which we send to our payment processor.** We also have a night drop at our East Pierce, Gig Harbor, and Olympia locations, where you can drop your payment off for processing the next business day.

In addition to the payment methods previously mentioned, we offer automatic payment services that enable you to have your payment drafted from your checking /savings account or a credit card on a recurring basis. If you are interested in one of our auto-pay services, please visit our website and click on the "Customer Care" tab to learn more and sign up. You can also call our office for assistance with these payment options.

Washington Water also accepts payments from our customer's bill payer services. For those options, please reach out to your bank to set up your automatic payment option.

Check payments should include your payment remittance stub for proper processing and be mailed separately from your general correspondence and inquiries to the payment post office box above. **Please do not fold, staple, or clip your payments to your invoice, as automated equipment is used to process your payment.**

Emergency Services

Office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. Our office is closed on Mondays from noon to 1:00 p.m. and on weekends and holidays. For a list of our office closures, please visit our website at www.wawater.com. If you have an emergency during non-business hours, please call our toll-free number for assistance. For account information such as balance due, payment due dates, and other non-emergency services, please call our Customer Center during normal business hours.

Employee Identification

Authorized employees carry Washington Water photo identification and also wear company clothing with our logo. Please ask for identification before admitting service representatives onto your property. If you have any concerns, please call our Customer Center.

NOTICE TO CUSTOMERS WITH A PAST-DUE, PRIOR BALANCE ON THEIR BILL:

Any prior balance shown on this bill is past due. Service may be interrupted if payment is not received immediately.

If you are unable to pay a past-due bill, please contact our Customer Center to make payment arrangements. If service is interrupted for non-payment, restoration of service will require the payment of a reconnection fee to turn your water back on.

If you have concerns about your water service or bill and have contacted our Customer Center, and you have not been able to resolve your concerns, please ask to speak to our customer service manager. If your concerns are still not addressed, you can contact the Washington Utilities and Transportation Commission for further assistance.

Consumer Protection Division
Washington Utilities and Transportation Commission
P.O. Box 47250, Olympia, WA 98504-7250
Telephone: (888) 333-WUTC (9882)
www.utc.wa.gov