

Valley Water District

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July 17, 2023

Subject: Heat advisory disconnect policy

Purpose: A policy regarding customer service disconnections during heat events and how temporary service can be reinstated.

Background: On April 20th of 2023 Governor Jay Inslee signed into law HB1329, a bill to assist utility customers during heat events to reinstate water service or delay disconnection until the end of the heat event. The new law takes effect on July 23, 2023. This Policy is intended to make the District's service termination rules in compliance with the new law.

Policy Guidelines:

1. Consistent with District Resolutions, water service disconnections for non-payment typically happen around the 20th of each month, or the next regular business day if the 20th falls on a Friday, Saturday, Sunday, or any National Holiday. If the National Weather Service (NWS), issues or announces that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert (Heat-Related Alert), for an area that includes a service area of Valley Water District, the District will postpone disconnections for nonpayment for residential customers with an address in that service area, including tenants of metered apartment buildings and residents of mobile homes, until the heat alert has passed.
2. For residential customers whose water service was disconnected for lack of payment prior to the Heat-Related Alert, the customer can request reconnection. Reconnection requests can be made via e-mail to service@valleywaterdistrict.com, by phone during regular business hours, or by phone message. Upon receipt of a request for reconnection, the District will promptly make a reasonable attempt to reconnect water service to the customer's dwelling; provided that if a request is made after 3:00 p.m. on a regular business day, the request will be addressed at the opening of the next regular business day. It is up to the customer to request reconnection on regular business days by 3:00pm.
3. The District will inform all customers in the notice of disconnection for lack of payment, of the ability to seek reconnection during a NWS Heat-Related Alert and will provide clear and specific information on how to make that request, including how to contact the District.
4. If any residential customer account remains delinquent after the Heat-Related Alert ends, the District shall have the right to disconnect the customer's water service. Delinquent accounts will be disconnected on the next regularly scheduled disconnection day. An

additional disconnection fee may be imposed by the District in accordance with District Resolutions.

5. Reconnection requests during a NWS Heat-Related Alert are only authorized for residential accounts that were disconnected for lack of payment. Accounts that were disconnected for any other reason, such as for non-compliance due to a cross connection, any health hazard, or any reason other than non-payment, are not eligible for reconnection under this Policy.
6. The District's General Manager is authorized to implement a disconnect policy which avoids termination of residential water services for nonpayment during certain periods of the year when Heat-Related Alerts are most likely to occur (for example, no disconnection of residential water service during the period from June 1st through September 30th)