



July 18, 2016

ACCOUNT NO. «Account_»

«Company»

«Address»

«Address_2»

«City», «State» «Zip»

Hazard: «Hazard»

Regarding Assembly: «Device»

Serial No.: «Serial_»

Located at: «Site_addr»«Location»

Final Notice!

Silver Lake Water & Sewer District has not received a successful test report for the backflow prevention assembly installed on your property. Our records indicate you have been notified twice and still have not had a successful annual test completed and the report submitted to the District.

This leaves the District no alternative but to **DISCONNECT** your water service on **Wednesday, September 30, 2015**. However, you may avoid termination of service and a \$65.00 administrative fee by submitting to the District written certification stating that your backflow prevention device has been tested and passed the required test at your premises. A list of approved testers is enclosed. Please note, if you use a tester not on the District's Backflow Assembly Tester List, you must also submit with your completed test report, a copy of the tester's Washington State Certification Card and the tester's current test kit calibration report. Water service to this property will be disconnected on **Wednesday, September 30, 2015**, if the District does not receive a certified successful test result from you prior to this date.

The District regrets having to take such drastic action; however, protection of the District's water utility system is paramount in providing clean and safe water to our customers. If water service is disconnected to the property, water may be restored by having a certified Backflow Assembly Tester (BAT) contact the District to verify an annual test has been scheduled within a reasonable amount of time. A successful test must occur in order for the water service to remain active.

If you have any questions, please contact me or my associate Katarina Hirai at (425) 337-3647. Thank you for your immediate attention to this request.

Sincerely,

Casey Parks
Water Quality Supervisor
cparks@slwsd.com



01/15/2016

Shut-Off Notice

Account Number:

Account Balance: \$227.50

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MILL CREEK WA 98012-1360

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Dear Silver Lake Water & Sewer District Customer:

We are writing to remind you that your utility account, providing service at [address] has a delinquent balance of \$227.50. If you have recently paid the balance on this account, please contact us prior to the shut-off date to confirm we have received your payment.

Customers must make payment, payment arrangements, or file a written appeal, prior to 4:30 p.m. on Monday, January 25, 2016 to avoid a delinquent account administration fee of \$65.00. Non-payment will result in service disconnection. Payments may be made online at www.slwsd.com, or by phone at 1-877-814-9773, or at the District's Main Office. To make payment arrangements, please contact our customer service representatives at 425-337-3647, between our regular business hours of 8:00 a.m. to 4:30 p.m., Monday through Friday.

If you dispute an amount billed, you may file a written appeal that outlines your dispute and your recommended resolution. Written appeals must be received by the District prior to 4:30 p.m. on Monday, January 25, 2016. Once a complete written utility appeal is filed, the District will schedule an informal administrative hearing at the District Office. Utility services will not be disconnected until a hearing decision is rendered.

For your convenience, a drop box is located in the District Office parking lot for check and money order payments only. Customers using their financial institution's online bill paying services should be aware that some services can take several days or more to process an online payment. Mailing information, maps, driving instructions, and contact information can be found at www.slwsd.com. If you have any questions regarding this notice, please contact us at (425) 337-3647.

Sincerely,

Brad Nelson
Finance Manager
Silver Lake Water & Sewer District