



## **H&R WATERWORKS, INC.**

Mail: PO Box 3 East Olympia, WA 98540  
Offices: 3242 Capitol Blvd, Suite B Tumwater, WA 98501  
Phone: 360.357.3277 Fax: 360.357.3758  
Outside Thurston and Mason County 1.888.357.3276  
[www.thewaterco.net](http://www.thewaterco.net)

Dear Water Customer:

On behalf of H&R Waterworks, Inc. (H&R) we welcome you as a customer. H&R is a state approved water system owner and manager (License #123). H&R owns, operates and manages your water supply, as state regulations require. H&R will strive to provide you with the highest service, quality and value possible. Please be sure to call our office with any questions or concerns that you may have.

### **Operation, Maintenance and Management Services**

H&R will make every effort to protect the public health through competent operation, maintenance and management of your drinking water system. You will observe staff walking and driving through your neighborhood checking your system. We will work to ensure that all operation and maintenance activities of the water system are completed in accordance with acceptable public health practices and water industry standards.

### **Service Vehicles and Staff**

You will routinely observe H&R field staff walking and driving through your community checking on the well and pump house, the water distribution lines, and service lines at the street. Field staff can be identified by the logos on their vehicles in addition to their clothing and hats, which indicate "*The Water Company*". This is normal, however, if you have any questions please call our office. Please do not ask staff to enter your home, it is strictly against company policy.

### **Water Quality Testing**

H&R staff routinely monitor for contaminants in your drinking water according to Federal and State laws. We may request, for certain tests that you assist us by taking samples from within your home for pick up later. The Federal Safe Drinking Water Act is routinely mandating new levels of water quality testing. We are committed to ensuring that we are complying with those requirements to provide quality water to you.

### **Controlling Potential Cross Connection**

If you plan to install or already have an irrigation/sprinkler system installed, a backflow prevention assembly is required. These assemblies are required to be tested annually per Washington State drinking water regulations, WAC 246-290-490. Enroll in H&R's Cross Connection Control program, and for the low cost of \$2.25 a month company staff will inspect your backflow assembly. If you choose, you may opt out of this program and hire a backflow tester on the approved list of certified testers. Please call our office if you have questions regarding backflow protection. Your compliance will assist us in keeping your drinking water clean and safe.

## **Your Water Rates, Fees and Billing Dates**

H&R will prepare and mail your water bill as well as collect your payment each month. A typical water bill is \$40 - \$50 a month. The Monthly Minimum Charge at present is \$20.33 for a ¾" meter (please contact the office for rates above the ¾" meter rate). Consumption is billed for all usage at \$0.0136 per cubic foot (7.48 gallons) up to 700 cubic feet. Consumption between 701- 2000 cubic feet is charged at \$0.0231. All consumption above 2000 cubic feet is charged at \$0.0281. All charges subject to state Public Utility tax, customers inside city limits are subject to city tax. Billing dates vary by geographic location. Payments are due 15 days after the bill has been mailed. If payment is not received in our office by the due date, your account will be assessed an additional \$3.50 late fee. If payment still has not been received after eight days you will receive final shut off notice in the mail or a hanger will be placed on your door advising of shut off by a certain date and time. Your account will be assessed an additional reconnection charge of \$20.00 if water is disconnected. There will be a \$10.00 charge if staff collects payment at your door before shutoff. Water service will not be restored unless and until payment by cash or money order has been delivered to our office. *Payment plans can be established to keep an account current.* Once established all aspects of such agreement must be met or service will be disconnected.

## **FREE Online Bill Payment and Internet Account Access**

You can now manage your account online at [www.thewaterco.net](http://www.thewaterco.net) for free. Create an online account and you will have access to 3 months of statement and water usage history. You can also pay your bill 24 hours a day online for free. In addition to account information you can also find out about upcoming work in your area and interesting information about your water system. If you have questions or comments click on "Contact Us". We also provide the option for customers to receive their monthly billing by email with our e-bill option. E-billing eliminates paper, saving dollars and trees! It's an easy way to help the environment. You can also sign up for recurring payments so that your bill is paid automatically each month.

## **Emergency Contact**

If you need to call us in an emergency, please use the office number. It is monitored 24 hours a day, seven days a week. We appreciate your calls if you believe there is a leak, you observe excessive use, or some other activity that may jeopardize the quality or security of the water supply or its storage. **In the event of loss of electrical power, water service will be restored to full pressure when power has been restored or the stand by generator has been activated if available.** If a leak occurs between your shutoff near the street and your home, this is the homeowners' responsibility.

Please contact us if you have any questions by email [customercare@thewaterco.net](mailto:customercare@thewaterco.net) or phone 360-357-3277, thank you.

We look forward to serving you as a customer.

## **H&R Waterworks, Inc.**



Steve Harrington, President and General Manager  
Water Distribution Manager III, Cross Connection Control Specialist