



Cascadia
WATER™

Office: (360) 331-7388
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18181 SR 525
PO Box 549
Freeland, WA 98249

Welcome! Please fill out and return the Water Service Application to our office at your earliest convenience. To save resources, please let us know if you are willing to receive your invoices via email. We really appreciate our customers' willingness to participate, however we understand if you would still like a paper copy. Email addresses are strictly used for water utility contact purposes/invoice notification and are not shared.

Your property is serviced by the following water system: **Monterra, Inc.**, Dept of Health PWS # 55990Y.

A little bit about our company... Cascadia Water was formed on November 2, 2018 through the acquisition and combination of *Lehman Enterprises, Inc.* and *Sea View Water, LLC* on Whidbey Island, and is a wholly owned subsidiary of NW Natural Water Company, LLC. Effective April 30, 2019, Cascadia Water closed on the acquisition of *Estates Water Systems, Inc.* and *Monterra, Inc.* on the Olympic Peninsula. Today, Cascadia Water serves more than 4,900 people through 1,700 connections.

We have limited set hours of Tuesdays & Thursdays from 10am-12pm that we are in the office. We are also working from home, so the hours vary Mon/Wed/Fri. Water is tested monthly at a state facility. Invoices are sent out every two months – billing is in arrears: February (December/January usage), April (February/March usage), June (April/May usage), August (June/July usage), October (August/September usage), & December (October/November usage). Rates are shown on the application, as well as listed on our website.

Per our tariff, all service pipes and fixtures on the customer's side of the Point of Delivery (your water meter) shall be provided, maintained, and protected from freezing at the customer's expense. Cascadia Water, the water utility, is exempt from all liability for loss or damage caused by leakage or escape of water passed your water meter. If you are having a water emergency (a leak), call or text operator Dale Metzger on the emergency number: (360) 477-9704.

We are regulated by the Washington Utilities and Transportation Commission. We are required to provide all new customers with the Washington Utilities & Transportation Commission's Consumer Guide Utility Services Brochure – you can view this brochure from our website (www.cascadiawater.com) or a paper copy of the brochure is available for you to read in our office.

If you have any further questions, please contact our office and we will do our best to answer them.

Thank You,
Culley, Amy, Stephani, Dale & Jamee
Your Cascadia Water team