

# FRUITLAND MUTUAL WATER CO.

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## Policy No. 2306

**Subject:** Heat advisory disconnect policy

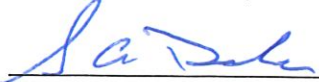
**Purpose:** A policy regarding customer service disconnections during heat events and how temporary service can be reinstated.

**Background:** On April 20<sup>th</sup> 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.

### Adopted Policy:

1. Disconnection for non-payment typically happens on the 20<sup>th</sup> of each month, or the next regular business day if the 20<sup>th</sup> falls on a Friday, Saturday, Sunday, or any National Holiday. If the National Weather Service (NWS), issues or announces that it intends to issue an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert that includes the service area for the Fruitland Mutual Water Company, the company will postpone disconnections until the heat alert has passed.
2. For accounts that were disconnected for lack of payment prior to the excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, the member/customer can request re-connection. Reconnection requests can be made through the company's website, by phone during regular business hours, or by phone message, in which case, the request will be addressed at the opening of the next regular business day. It is up to the member/customer to request reconnection on regular business days by 4:00pm.
3. The company will inform all members/customers in the notice of disconnection for lack of payment, of the ability to seek reconnection during a NWS heat advisory and provide clear and specific information on how to make that request, including how to contact the utility.
4. If the extended forecast is for temperatures at or near the excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert the company's Board of Directors and staff may make the decision to continue service and not disconnect until after the NWS heat advisory has passed. At that time past due accounts will be disconnected on the next regularly scheduled disconnection day.
5. If a member/customer is disconnected for non-compliance due to a cross connection pertaining to a health hazard that has not been addressed the company will not reconnect service. If a member/customer is disconnected due to not repairing a leak, resulting in wasting water, the company will not reconnect service. Reconnection requests during a NWS heat alert are only authorized for lack of payment.

Disconnection for any other reason is not a basis for requesting reconnection during a NWS heat advisory.



Date: 6-27-2023

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Scott Duda

President

Fruitland Mutual Water Company