

December 1, 2023

RE: 2023 Customer Newsletter

To Our Valued Customers,

As your water provider, our commitment to you is to provide safe, reliable, and cost-effective water service. Every day, we work hard to uphold this commitment. We would like to take this opportunity to update you on recent activities at Lakeshore Water Company.

Capital Improvement Highlights

To improve water quality and reliability, we have made the following improvements:

- **New Treatment Plant & Storage Tanks** – Existing storage tanks and treatment plant were original and past their useful life. A new storage tank and new treatment plant were installed. Both improvements should enhance water quality and capacity.
- **New Treatment Plant Security and Vulnerability Improvements** – Per regulatory standards, security improvements were made to better protect the treatment plant from natural and manmade hazards.
- **Asset Management Program** – An asset management program was started for the system to improve system mapping, evaluate asset conditions, and identify potential improvements.

Proposed Rate Adjustment & PUC Process

The water rates charged to customers of Lakeshore Water Company are authorized by the Oregon Public Utility Commission (PUC). To recover capital and operating costs, we pursued a general rate case in 2023. While the PUC has not filed stipulation and testimony for the rate case, finalizing it, rates will be increasing, with an expected implementation as early as January 2024. To mitigate the impact of this increase on customers, we requested that it be gradually implemented over two years, with the second part coming into effect in early 2025.

Payment Methods

Payment methods include checks, recurring AutoPay with ACH or debit/credit card through the online Customer Portal, or “Quick Pay” payments with debit/credit card through the Customer Portal.

Online Bill Pay

To create a Customer Portal to pay online, please visit the Lakeshore Water Company webpage on our website. After doing so, click "Pay My Bill. To register for a new account, select "Don't have an account? Register here" and enter your account number, confirm your name and service address, and create a username and password.

Mailing Address

As a reminder, our mailing address has changed as of July 1, 2023. Please send all payments to the below address.

Lakeshore Water Company
PO Box 94154
Seattle, WA 98124

From the entire team at Lakeshore Water Company, we thank you for the opportunity to serve you.

Sincerely,

Lakeshore Water Company