

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 South Coast Water Company.

Capital Improvement Highlights

To improve water quality and reliability, we are excited to announce the following capital improvements have been completed or are underway for South Coast Water Company:

- **System Capacity Improvements** – Keeping up with growing demand is a priority. Additional storage tanks were added to the system and pump station improvements were made to enhance supply from Woahink Lake.

Rate Adjustment

Per the two-part increase approved by the Public Utilities Commission in 2022, South Coast Water Company will adjust its 2024 water service rates to recapture the costs of capital improvements and operations. The new rate will go into effect on January 1, 2024. We appreciate your understanding, engagement, and patience as we move through the PUC process.

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 Bents Court 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.

South Coast Water Company
PO Box 94154
Seattle, WA 98124

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

Sincerely,
South Coast Water Company