

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 Seavey Loop Water Company.

**Capital Improvement Highlights**

To improve water quality and reliability, we have made the following improvements at Seavey Loop Water Company:

- **Storage Tank Improvement** – The concrete storage tank was re-lined to stop continuous leaking.
- **Treatment Plant Improvements** – Treatment plant was beyond useful life and critical components were replaced to maintain performance and reliability.
- **Treatment Plant Security and Vulnerability Improvements** – Per regulatory standards, security improvements were made to better protect the treatment plant from natural and manmade hazards.

**Proposed Rate Adjustment & PUC Process**

The water rates charged to customers of Seavey Loop 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. We value the feedback this elicited, which has resulted in some operating efficiencies, such as lump-sum insurance payments and less costly landscaping maintenance. PUC is in the process of filing the stipulation and testimony for the rate case. While not finalized, rates will be increasing, with an expected implementation as early as April 2024.

**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 Seavey Loop 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.

Seavey Loop Water Company  
PO Box 94154  
Seattle, WA 98124

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

Sincerely,

**Seavey Loop Water Company**