

Information to the member:

A Newsletter is included in every monthly bill. It is our intent to inform the member of current issues relating to the water company.

What is a Mutual Water Company?

A Mutual Corporation is a business owned jointly by its members benefiting from the corporation. A Graham Hill Mutual Water Company, Inc. member is defined as the owner of property receiving water service from the water mains of Graham Hill Mutual Water Company, Inc. The membership is issued to the property and the owner represents the membership. Some members have purchased their membership rights to water service, but are not currently receiving water service. These members are "Non-User" members and pay an annual fee to retain as members in good standing.

How big is the Graham Hill Mutual Water Company?

Graham Hill Mutual Water Company, Inc. (GHMWC) has approximately 400 customers serving a population of approximately 1100 people. Our annual Equivalent Residential Unit (ERU) is 220 gallons per day.

How far do you serve?

Approximately:

West: 99th Avenue E

North: 238th Street E

East: 110th Avenue E

South: 264th Street E

What are the boundaries of your Service Area?

We are approved to serve (in the future) an area roughly bound by:

West: 94th Avenue E

North: The railroad tracks through Graham

East: 118th Avenue E

South: 280th Street E

How is the Company governed?

The Graham Hill Mutual Water Company has 7 Directors elected by the membership on a rotating election at the Annual Meeting. The Board of Directors meets every third Tuesday of each month. Our Annual Meeting of the membership is held in the summer of every year.

What is the cost of membership now and what does it cost to connect?

The membership cost is established by the Board of Directors annually after the annual audit. Please call the office for current prices.

What is the policy for residential fire service?

Any water service that requires a residential fire sprinkler service will be evaluated and charged on an individual basis.

RELATING TO THE WATER BILL:

What are the 2018-2019 rates?

Base Rate \$ 42.75

0 to 750 Cu. Ft \$ 0.0122 per cu/ft

751 cu/ft to 1,500 cu/ft \$ 0.0690 per cu/ft

1,501cu/ft to 2,250 cu/ft \$ 0.0705 per cu/ft

2,251 cu/ft to 3,000 cu/ft \$ 0.0802 per cu/ft

3,001 cu/ft and over \$ 0.1085 per cu/ft

The rates for non-users (when the membership is paid but the meter is not installed) is \$16.00 a month or \$192.00 annually.

How often are meters read?

Meters are read on a monthly basis, resulting in the customer receiving their water bill on or about the first day of the following month.

What is the bill for?

The bill is for the water you have used in the previous month as measured by the water meter.

How do I read the bill?

At the top is the customer's mailing address

Below that is the date the meter was read, the account number, and the account current balance due and the late balance due.

Below is the site address where the water is being used.

Below, are the previous and current meter reading in cubic feet, and the amount consumed since the last reading.

Below and to the right is a graphical chart for comparative usage.

When is the bill due?

Payment of the water bill is due and payable by the 10th day of the month.

There is a 10-day grace period before the account becomes delinquent.

Delinquent accounts are billed an additional late fee.

If an account remains delinquent for 30 days without being paid in full, a Termination-of-Service notice is mailed to the user (and member, if different) designating the date service will be terminated. If not paid in full by the date specified in the termination notice, an additional \$50 fee is imposed and water service is subject to termination. To reinstate water service, the entire water bill, plus all fees and charges must be paid in full.

What are my options for payment?

- We accept non-cash payments mailed through the United States Postal Service to our Office at:
9922 249th Street East, Graham, WA 98338-1468
- We accept payments at the office on Monday -Thursdays, 8:30-11:30AM, at 9922 249th Street East. Please call the office to schedule an appointment for the afternoon. There is **NO DROPBOX** for payments.
- You can make a credit card payment through Softtelpay. More information on how to use this service is located under the [Account/Bill Payment](#) Tab at the top of the page.
- We accept ACH payments. More information on how to use this service is located under the [Account/Bill Payment](#) Tab.

Am I billed in gallons or cubic feet?

GHMWC uses cubic feet. To get gallons, multiply the cubic feet by 7.48.

Conversely, to convert gallons to cubic feet, divide the gallons by 7.48 to get cubic feet.

Can I pay by credit card?

You can pay your water bill with credit and /or debit card by calling SoftTelPay Toll-Free: 1-855-4Telpay (855-483-5729).

When you are asked to enter an identification code, please use 9833812. You must have your account number from your water bill and your credit/debit card in order to proceed. There will be a service fee applied to your payment for using this service. The service fee is paid directly to Telpay. Graham Hill Water does not receive any monetary considerations from this service fee. We hope this service will make bill paying more convenient for our customers.

What is an average bill for a family of four?

An average use for a family of 4 is approximately 850 cubic feet per month. For 850 cubic feet, an average bill would run \$ 58.50 per month based on 2018 information.

WATER QUALITY:

Where does the water come from?

We have three wells at three different sites producing an average of 310 gallons per minute. Each well is approximately 300 feet deep.

Is the water treated?

No, there is no treatment process to the water.

Is chlorine or fluoride added to the water?

There are no additives in the water.

Is the water tested?

Yes, we are tested monthly by an independent Water Quality Laboratory. We exceed both Federal and State minimum standards for drinking water quality.

We test:

Monthly for:

Bacteria

Annually (every year) for:

Nitrates and Nitrites

Tri-annually (every three years) for:

Inorganic Compounds (IOC)

Volatile Organic Compounds (VOC)

Synthetic Organic Compounds (SOC)

Corrosiveness

Penta-annually (every five years) for:

Radiation Compounds

Who does the tests?

GHMWC contracts with an independent laboratory located in Tacoma that is licensed to perform the required tests.

How can I receive a copy of the results?

The results are printed and delivered to all users annually, usually in May or June, but no later than July 1st pursuant to Federal Laws. Additional copies are available at the office throughout the year.

Our average hardness is 91 mg/l. This is moderately hard water. Hardness changes throughout the year.

DOUBLE CHECK VALVE ASSEMBLY PROGRAM:

What is a Double Check Valve Assembly (DCVA)?

A Double Check Valve Assembly (DCVA) is a mechanical assembly located behind (property side) of the water meter that allows water to flow toward the customer, but prohibits flow back from the customer into the public water system.

Does every member have a DCVA?

Yes, GHMWC has 100% coverage.

Why does everyone have one?

It is the Water Company's responsibility to protect its water system from contamination caused by water flowing from the customer back into the purveyors system (WAC 246-290-490(1)(c)). The Graham Hill Mutual Water Company has reviewed the various methods to control this backflow and have decided that the Double Check Valve Assembly (DCVA) is the most economical assembly available to use for the protection it can provide. All new connections and all new construction, require the installation of a DCVA.