

November 30, 2018

Tenino City Council
P.O. Box 4019
Tenino, WA 98589

City of Tenino

RECEIVED
DEC 04 2018
CITY OF TENINO

Dear City Council Members,

This is to appeal \$25 fine assessed to my Utilities account number 1398 for service address 169 Sussex Ave. West.

I am the owner of this property.

I received a Utility billing Statement dated 11/1/2018 for \$673.89, including past due amount \$345.55. Due date on this statement was 11/30/18.

To avoid late fee and maintain my excellent credit, I paid this total-\$673.89- in full on 11/16/18, 2 days after it was received.

Subsequently I received a Past Due statement for the \$370.55 including \$25 late fee, due date 11/21, although \$345.55 total was already paid 11/16.

You will see that due to my payments and efforts to keep this account current, I now have an overpayment credit of \$691.10.

It is obvious I should not be assessed \$25.00 at this time. Please remove this penalty from my account and develop a reasonable system for customer complaints and remedy.
An automatic payment system for your costumers would help timely remittance.

I have enclosed copies of these convoluted billings. The Billing Statement dated 11/01 has been taped together after I tore and stomped on it in frustration after my first phone call to your office.

Thanks to John for providing more correct complaint advice.

Sincerely,


Naomi Obie, Obie Rentals
6039 Hogan Drive SE
Olympia, WA 98513

City Of Tenino
PO Box 4019
Tenino, WA 98589
360-264-2368

Notice Date: 11/14/2018 Past Due: 345.55
Due Date: 11/21/2018 Fee: 25.00
Due: 370.55
296 SUSSEX AVE W

Ed Obie
6039 Hogan Dr SE
Olympia, WA 98513

Account: 1398

Your account is PAST DUE. If complete payment is not received ON OR BEFORE 1:00 PM 11/21/18 your service will be disconnected for non-payment and a fee of \$40.00 will be charged. You may pay your bill online by going to www.ci.tenino.wa.us and select "pay my bill". In order to insure payment on time be sure to make your payment at least 36 hours before the due date. Please call if you have any questions (360) 264-2368.

*PD - Reimbursed
get 58 / fee*

*credit
1691.10*

UTILITY ACCOUNT HISTORY

City Of Tenino
MCAG #: 0757

Ed Obie Acct #: 1398 Tap #: 300050.20

10/31/2017 To: 12/04/2018

Time: 10:37:31 Date: 12/04/2018
Page: 1

296 SUSSEX AVE W	Current	Previous	Water Usage	Sewer Usage	electric Usage	Demand	Chg/Pymt	Balance
10/31/2017 Bill Billing	279680	278430	1250			0	308.11	308.11
11/21/2017 Payment 48699702						0	-308.11	0.00
12/01/2017 Bill Billing	280870	279680	1190			0	304.66	304.66
12/28/2017 Payment 58730812						0	-304.66	0.00
01/01/2018 Bill Billing	282020	280870	1150			0	304.66	304.66
01/23/2018 Payment 65968726						0	-304.66	0.00
02/01/2018 Bill Billing	283270	282020	1250			0	324.90	324.90
02/21/2018 Payment 74913167						0	-324.90	0.00
03/01/2018 Bill Billing	284570	283270	1300			0	324.90	324.90
03/20/2018 Payment 83435995						0	-324.90	0.00
04/01/2018 Bill Billing	285990	284570	1420			0	331.79	331.79
04/20/2018 Payment 91996495						0	-331.79	0.00
05/01/2018 Bill Billing	287110	285990	1120			0	321.46	321.46
05/22/2018 Payment 652079						0	-321.46	0.00
06/01/2018 Bill Billing	288460	287110	1350			0	328.34	328.34
06/22/2018 Payment 10129219						0	-328.34	0.00
07/01/2018 Bill Billing	289740	288460	1280			0	324.90	324.90
07/24/2018 Payment 18779772						0	-324.90	0.00
08/01/2018 Bill Billing	290810	289740	1070			0	318.01	318.01
09/01/2018 Bill Billing	292740	290810	1930			0	349.00	667.01
09/12/2018 Bill Late Notice			*		*	0	25.00	692.01
09/19/2018 Payment						0	-692.01	0.00
10/01/2018 Bill Billing	294640	292740	1900			0	345.55	345.55
11/01/2018 Bill Billing	296010	294640	1370			0	328.34	673.89
11/14/2018 Bill Late Notice			*		*	0	25.00	698.89
11/16/2018 Payment 56856438						0	-673.89	25.00
11/20/2018 Payment 57843660						0	-345.55	-320.55
11/27/2018 Payment 58715129						0	-370.55	-691.10
12/01/2018 Bill Billing	297494	296010	1484			0	331.79	-359.31
Billing Periods 14	Ave	324.74						
	Billed Amt:	4,546.41						