RECEIVED

November 30, 2018

Tenino City Council P.O. Box 4019

Tenino, WA 98589

DEC 0 4 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.

City of Tenno

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

Due Date: 11/21/2018 Fee: Notice Date: 11/14/2018 Past Due:

296 SUSSEX AVE W

Ed Obie 6039 Hogan Dr SE Olympia, WA 98513

Due:

25.00

370.55 345.55

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

Account: 1398

The Reinburger

(Jan 10)

UTILITY BILLING STATEMENT

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

Ed Obie

6039 Hogan Dr SE Olympia, WA 98513 Statement Date:

11/01/2018

Due Date:

11/30/2018

Account Number: 1398

Tar Number:

300050.20

Service Address: 296 SUSSEX AVE W

And the second s	Base	Usage	Util Tax	Tax	Other Late Fee	Interest	Meter Readings:	Months:
Water Charges: Sewer Charges: Cap Impr Charges		12.40	2.23 14.64 19.00	1.87 9.40 0.00	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00		urrent Use 96010 137
Current Charges:	328.34			•				
Previous Balance:	345.55						Last Month:	190
Payments:	0.00	and an annual and		11.5 mm (4)4m (44		-	Billing Period:Octob	per 2018
Balance:	673.89	Past D	ue:	345.55			Reading Date/Time:	

A late penalty of \$25.00 will be added to any PAST DUE balance not paid by 11/13/18. Any PAST DUE balance listed on this statement must be paid by 1:00 PM 10/20/18 to avoid disconnection.

>>>>>> Fayments received after 10/30/18 WILL NOT be reflected on this statement.

YOU MAY NOW PAY YOUR UTILITY BILL ON LINE with credit or c. hit! Access the web bill pay from the City's website at www.ci.tenino.wa.us and selective "pay my utility bill" hyperlink in the "I want to" frame on the main page. If you prefer you may access the site directly at this URL: https://paystation.com/pay/city-of-tenino. The city will be adding an e-check capability for use on the next billing cycle. CAUTION**** It may take up to 3 business days to credit your account, so make sure to make your payment early to avoid late fees or disconnection.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

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

Statement Date:

11/01/2018

Account Number:

000001398

Tap Number:

300050.20

Service Address:

296 SUSSEX AVE W

345.55 Is Past Due!

Due Date:

11/30/2018

Please Remit:

Ed Obie 6020 Harry D. CE Check #.

673.89

UTILITY ACCOUNT HISTORY

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

City Of Tenino MCAG #: 0757

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

Ed Obie Acct #: 1398 Tap #: 300050.20

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296 SUSSEX AVE W	Current	PreviousVater Usage		Sewer Usage	ectric Usage	Demand	Chg/Pymt	Balance
Bill	279680	278430	1250		1	0	308.11	308.11
Payment						0	-308.11	0.00
Bill	280870	279680	1190			0	304.66	304.66
Payment						0	-304.66	0.00
Bill	282020	280870	1150			0	304.66	304.66
Payment						0	-304.66	0.00
Bill	283270	282020	1250			0	324.90	324.90
Payment						0	-324.90	0.00
Bill	284570	283270	1300			0	324.90	324.90
Payment						0	-324.90	0.00
Bill	285990	284570	1420			0	331.79	331.79
Payment						0	-331.79	0.00
05/01/2018 Bill Billing	287110	285990	1120			0	321.46	321.46
Payment						0	-321.46	0.00
Bill	288460	287110	1350			0	328.34	328.34
Payment						0	-328.34	0.00
Bill	289740	288460	1280			0	324.90	324.90
Payment						0	-324.90	0.00
Bill	290810	289740	1070			0	318.01	318.01
Bill	292740	290810	1930			0	349.00	667.01
09/12/2018 Bill Late Notice			*		*		25.00	692.01
Payment						0	-692.01	0.00
Bill	294640	292740	1900			0	345.55	345.55
Bill	296010	294640	1370			0	328.34	673.89
Bill			*		*		25.00	68.869
Payment						0	-673.89	25.00
Payment						0	-345.55	-320.55
Payment						0	-370.55	-691.10
12/01/2018 Bill Billing	297494	296010	1484			0	331.79	-359.31
Billing Periods 14 Billed Amt: 4,546.41	Ave 324	324.74						