



Utilities – Water & Sewer
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Utility Customer Fee Waiver Request

If your account has been assessed a "penalty" fee, such as a late fee or a disconnect fee, you may qualify for a waiver. If the fee was the result of a billing error, the fee waiver will be granted. If it was not, customer account history will determine eligibility for the waiver as follows: 1) At least one continuous year of account history is required and 2) No more than one "penalty" charge within the last year on the account

Customer's Name: _____ Phone # _____

Service Address: _____

Reason for request: [] Hospitalization of customer or immediate family [] Death in the family
[] Billing Error [] Other (please explain) _____

Request To Waive Fee: [] Delinquency Fee \$ _____ [] Shut-off Fee \$ _____
[] Turn on Fee \$ _____ Grand Total: \$ _____

Billing Period Fee was Assessed: _____

Customer Signature: _____ Date: _____

CITY OFFICIAL USE ONLY

The City Clerk has determined that the following reasons will be considered in determining whether the customer is able to show good cause for nonpayment of their fee(s) as an annual one-time courtesy.

Billing Clerk's Recommendation: [] Grant [] Deny

Notes on Discission (Consider Nature of Request and Account History): _____

City Clerk's Final Discission:

[] Granted [] Denied

City Clerk's Signature: _____ Date: _____