



16644 Briarcliff Ridge Circle, Anchorage, AK 99516 -(907)744-9577- Email: pcwc1@outlook.com - www.pcwc358.com

Dear New Water Customer:

Potter Creek Water Company is a private company certificated by the Regulatory Commission of Alaska to provide water service in the Potter Creek Area. Our water supply comes from a deep artesian well located on the hillside. Potter Creek has excellent water quality—far exceeding State and Federal requirements, including FDA requirements for bottled water.

Management, Routine Monitoring and Maintenance.

Roxana Bergt is responsible for Potter Creek Water Company's customer service, accounting, billing and regulatory compliance. Operation and maintenance of the system is performed by Northern Utility Services, a Certified Water System Operator.

Billing and Rates

PCWC's bill is comprised of:

- a. A fixed charge, applicable to all customers.
- b. A per gallon charge based on bi-monthly readings of your meter.
- c. A Regulatory Cost Charge set annually by the RCA.

All rates are set by the Regulatory Commission of Alaska pursuant to rate proceedings as set forth in the Alaska statutes governing Public Utilities.

Enclosed is our Direct Electronic Bank Withdrawal Option. If you wish to do electronic payment please fill out the form and enclose a voided check.

Delinquent bills (25 days) are subject to discontinuation of service in accordance with our Operating Tariff.

If your house is new

If your home is new we will inspect the keybox (a shutoff valve located at the property line) installation as soon as notified by the builder. Maintenance of the keybox and plumbing to the house is the home owner's responsibility. Water shutoff or keybox repair are the homeowners expense.

System pressure

Potter Creek Water System is divided into 3 pressure zones and consists of several Pressure Reducing Valves "PRVs". Each home is required to install and maintain an auxiliary PARV which we recommend you test annually.

Note: Leaking facets, toilets and automatic watering systems are common causes of excessive water bills, and we recommend you monitor them closely. Slightly open garage doors during winter can result in frozen or broken water pipes.