

who we are

Washington Water Service Company (Washington Water) provides water utility services from two regional offices and three field offices to nearly 300 Washington water systems ranging in size from three service connections to 1,600. As the largest investor-owned water utility in the state, we have the expertise and the resources to tailor our services to meet the unique needs of each of our business partners.

what we do and who we serve

We provide a range of professional water utility services, including customer service, meter reading, water quality monitoring, water system maintenance and operations, engineering, construction, and assistance with rate filings to homeowner associations, municipalities, special districts, mutual water companies, and other water system owners.

“For more than 30 years, Washington Water has had the people and experience to handle Stroh Water Company’s installations, maintenance, and repairs. They have always gone ‘above and beyond’ ... Good company. Great people!”

what our organization looks like

We provide customer service from our customer service center in Gig Harbor. We provide operations to our northwest region customers from this Gig Harbor location and our three field offices in Sequim, Issaquah, and Orcas Island. Operations for our southwest region customers are provided from our regional office in Olympia.



Washington Water is a subsidiary of California Water Service Group, a water utility company traded on the New York Stock Exchange under the symbol “CWT.” Other company subsidiaries include California Water Service Company, New Mexico Water Service Company, and Hawaii Water Service Company. Being part of a larger organization gives Washington Water access to resources and expertise that a smaller, local company may not have.



washingtonwater
servicecompany

providing customized water service solutions to communities large and small



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what we can do for you

Whether you are finding it a challenge to meet increasingly stringent water quality standards, respond to after-hours water system emergencies, or make necessary upgrades to your water system, Washington Water can help. Do you need someone to answer customer calls around the clock? Someone to respond quickly to customer emergencies in the dead of night? Someone to design and invest in upgrades to your water system?

Someone to perform maintenance and repairs? Someone to purchase your system and assume all operational responsibilities? Whatever your needs, we can offer a hassle-free, cost-competitive solution.



how we started: a marriage of water system engineering and construction



Washington Water Service Company traces its roots back over 35 years through South Sound Utilities and Harbor Water Company Inc., two firms that worked together as early as 1975 to design and construct water systems in Washington.

Washington Water was formed in 1999 with the purchase of Harbor Water Company in Gig Harbor and South Sound Utilities in Olympia. And just six months later, Washington Water acquired the assets and employees of Robischon Engineers to form an in-house Engineering Department. Today, Washington Water employs more than 50 Washington-based employees, several of whom boast over 30 years of experience in the water utility industry.

why communities rely on us

Providing water is our business, not something we do in our spare time. Among our ranks are licensed electricians, general contractors, specialty plumbers, state-certified water distribution system operators, cross-connection control specialists, treatment plant operators, engineers, accountants, and customer service specialists. Every one of our employees participates on Continuous Improvement teams that identify and implement projects that increase our efficiency or improve our customer service. We are regulated by the Washington Utilities and Transportation Commission, and have been designated by the state as a Satellite Management Agency in multiple counties throughout the state. And, in 2007, we were awarded the Grace Under Pressure Award by the Washington

Department of Health for the service we provided to customers during severe storms. Our customers rely on us to provide a reliable supply of high-quality water, timely emergency services, personal response to their calls, convenient payment options, and an information-packed web site.



how to reach us

Visit our web site at www.wawater.com for a current list of contacts in Washington, or contact Mike Ireland, President, at (877) 408-4060 (toll-free) or mireland@wawater.com.



I cannot overly express my respect for the work that the employees of Washington Water accomplish to keep the Scott Lake water system at its best ... I know Scott Lake pays for their services, but they all have a caring attitude that is beyond anything that you can pay for.

