



## WASHINGTON WATER SERVICE COMPANY STAFF & OFFICE CONTACTS

Office Hours are: Monday through Friday – 8:00 a.m. to 4:30 p.m.  
Customer Service Toll Free – 24 hr per day: (877) 408-4060

### **Michael P. Ireland**

#### **PRESIDENT – GIG HARBOR OFFICE**

Office: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1107

[mireland@wawater.com](mailto:mireland@wawater.com)

- Responsible for all activities of Washington Water Service Company
- Direct over site and responsibility for all construction related activities and staff
- Reports to the President of California Water Service Group

### **Gloria Nelson**

#### **ADMINISTRATIVE ASSISTANT TO THE PRESIDENT - GIG HARBOR OFFICE**

Office: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1106

[gnelson@wawater.com](mailto:gnelson@wawater.com)

- Provides administrative support to the President and management team

### **Charlene Pratt**

#### **ACCOUNTING MANAGER GIG HARBOR OFFICE**

Office: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1105

[cpratt@wawater.com](mailto:cpratt@wawater.com)

- Responsible for all accounting accounts activities for Washington Water Service Company
- Responsible for all payroll, employee benefits and records
- Responsible for the filing of all Tariffs and reports to the Washington Utilities and Transportation Commission
- Reports to the President of Washington Water

### **Robert Brebner**

#### **PURCHASING SUPERVISOR GIG HARBOR OFFICE**

Office: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1115

[rbrebner@wawater.com](mailto:rbrebner@wawater.com)

- Responsible for inventory control and purchasing
- Reports to the Accounting Manager

**Susan King**  
**CUSTOMER SERVICE MANAGER**  
**GIG HARBOR OFFICE**

Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1101  
[sking@wawater.com](mailto:sking@wawater.com)

- Responsible for all customer service & meter reading activities
- Responsible for all customer account billing
- Responsible for issuance of Certificate of Water Availability Letters
- Reports to the President of Washington Water

**Bob Sanstad**  
**SAFETY, TRAINING AND MAINTENANCE SUPERVISOR**  
**GIG HARBOR OFFICE**

Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1111  
[rsanstad@wawater.com](mailto:rsanstad@wawater.com)

- Responsible for employee safety & training compliance
- Responsible for vehicle fleet & equipment maintenance
- Reports to the President of Washington Water

**Gerald F. Petersen, PE**  
**ENGINEERING MANAGER**  
**OLYMPIA OFFICE**

Office: (877) 408-4060  
Direct Line: (360) 438-2042 Ext 2110  
[jpetersen@wawater.com](mailto:jpetersen@wawater.com)

- Responsible for all engineering at Washington Water Service
- Reports directly to the Chief Engineer of California Water Service Company

**Cathy White**  
**ENGINEERING ADMINISTRATIVE ASSISTANT**  
**OLYMPIA OFFICE**

Office: (877) 408-4060  
Direct Line: (360) 438-2042 extension 2105  
[cwhite@wawater.com](mailto:cwhite@wawater.com)

- Provides administrative support to the engineering department
- Oversees the preparation & submittal of all engineering correspondence to the Washington State Department of Health
- Reports to the Engineering Manager

**Dan Brown**  
**NORTHWEST REGIONAL OPERATIONS  
MANAGER**  
**GIG HARBOR OFFICE**  
Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1112  
[danbrown@wawater.com](mailto:danbrown@wawater.com)

- Responsible for all field operations & marketing in the Northwest Region
- Reports to the President of Washington Water

**Brian Houghton**  
**GENERAL FOREMAN, NORTHWEST REGION**  
**SEQUIM FIELD OFFICE**  
Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1159  
[bhoughton@wawater.com](mailto:bhoughton@wawater.com)

- Responsible for the daily field operations and marketing for all systems located in Clallam, Jefferson and parts of Kitsap County
- Reports to the Northwest Regional Operations Manager

**Doug Hall**  
**GENERAL FOREMAN NORTHWEST REGION –**  
**ISSAQUAH FIELD OFFICE**  
Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1168  
[dhall@wawater.com](mailto:dhall@wawater.com)

- Responsible for the daily field operations and marketing for all systems located in King and parts of Pierce County
- Reports to the Northwest Regional Operations Manager in Gig Harbor

**Roy Stanton**  
**LOCAL MANAGER – ORCAS ISLAND**  
**FIELD OFFICE**  
Office: (877) 408-4060  
Direct Line: (253) 851-3422 Ext 1178  
[rstanton@wawater.com](mailto:rstanton@wawater.com)

- Responsible for the daily field operations and marketing for all systems located in San Juan County
- Reports to the President of Washington Water

**Paul J. Robischon**  
**SOUTHWEST REGIONAL OPERATIONS**  
**MANAGER**  
**OLYMPIA OFFICE**  
Office: (877) 408-4060  
Direct Line: (360) 438-2042 Ext 2114  
[probischon@wawater.com](mailto:probischon@wawater.com)

- Responsible for all field operations & marketing in the Southwest Region
- Reports to the President of Washington Water

**Carol Schlender**  
**WATER QUALITY MANAGER**  
**OLYMPIA OFFICE**  
Office: (877) 408-4060  
Direct Line: (360) 438-2042 Ext 2122  
[cschlender@wawater.com](mailto:cschlender@wawater.com)

- Responsible for the scheduling & reporting all water quality, for the preparation of the Consumer Confidence Report
- Reports to the President of Washington Water

# OFFICE LOCATIONS:

## WASHINGTON WATER SERVICE COMPANY

### Gig Harbor Location

### Northwest Regional Operations

P. O. Box 336

14519 Peacock Hill Avenue NW

Gig Harbor, WA 98335

Office: 1(253) 851-4060

Toll Free 1 (877) 408-4060

Fax: (253) 857-4001

[www.wawater.com](http://www.wawater.com)

## WASHINGTON WATER SERVICE COMPANY

### Olympia Location

### Southwest Regional Operations

6800 Meridian Road SE

Olympia, WA 98513

Toll Free 1-877-408-4060

Office: (360) 491-3760

Fax: (360) 459-3259

[www.wawater.com](http://www.wawater.com)

## WASHINGTON WATER SERVICE COMPANY

### Orcas Island Location

1400 Rosario Road

Eastsound, WA 98245

Toll Free 1 (877) 408-4060

Fax: (360) 376-2722

[www.wawater.com](http://www.wawater.com)