



WASHINGTON WATER SERVICE

Office and Staff Contacts

Office & Customer Service Hours: 8:00am to 4:30pm Monday through Friday*
Customer Service Center is **closed** on Mondays from 12:00pm to 1:00pm

**Occasionally, it may be necessary to close our office(s); we do our best to let our customers know in advance by posting a sign, Facebook/Web posting and/or a phone-greeting message*

Customer Service Toll Free – 24 hours/7 days a week: (877) 408-4060

OFFICE LOCATIONS

Customer Service & NW Operations

Customer Account Services
Payment Drop Box Located Outside Building
P. O. Box 336
14519 Peacock Hill Avenue NW
Gig Harbor, WA 98335
Office: (253) 851-4060
Toll Free (877) 408-4060
Fax: (253) 857-4001

SW Operations/Engineering/Water Quality

NO Customer Account Services Available
Payment Drop Box Located Outside Building
6800 Meridian Road SE
Olympia, WA 98513
Toll Free 1-877-408-4060
Office: (360) 491-3760
Fax: (360) 459-3259

Orcas Island Operations

NO Customer Account Services Available
107 Firehouse Lane
Eastsound, WA 98245
Toll Free 1 (877) 408-4060
Fax: (360) 376-2722

CUSTOMER SERVICE EMAIL:

customerservice@wawater.com

WEB PAGE:

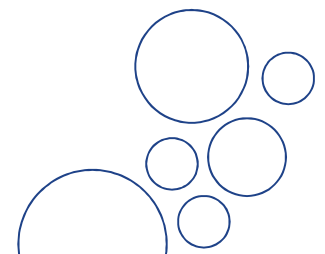
www.wawater.com

FACEBOOK:

<https://www.facebook.com/washingtonwater>

TWITTER:

[input@wawater.com](https://twitter.com/input@wawater.com)



CORPORATE AFFAIRS:

Matt Brown, P.E.

Interim General Manager

Location: Gig Harbor, Washington

- Responsible for all activities of Washington Water Service Company
- Operations related activities & staff in Northwest, Southwest & Orcas Island

Zera Cox

Administrative Assistant to the General Manager

Location: Gig Harbor, Washington

- Provides administrative support to the General Manager & Management Team
- Oversees the preparation of agreements & contracts

CUSTOMER SERVICE:

Susan Hull

Customer Service Manager

Location: Gig Harbor, Washington

- Responsible for all customer service activities including billing, collections, adjustments meter accuracy & meter reading
- Responsible for new business inquiries & the issuance of Certificates of Water Availability for permitting processes

OPERATIONS:

Eric Williams

Interim Northwest Regional Operations Manager

Location: Gig Harbor, Washington

- Responsible for all field operations & scheduling for the NW Region (*Clallam, Jefferson, King, Kitsap, Mason & Pierce Counties*)
- Responsible for NW Region new business development & marketing

Paul Robischon

Southwest Regional Operations Manager

Location: Olympia, Washington

- Responsible for all field operations & scheduling for the SW Region (*Mason, Pierce & Thurston Counties*)
- Responsible for SW Region new business development & marketing

Roy Stanton

Orcas Island Operations Manager

Location: Eastsound, Washington

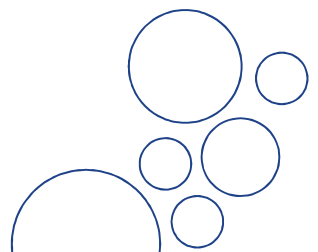
- Responsible for all field operations & scheduling for Orcas Island (*San Juan County*)
- Responsible for the San Juan Islands new business development & marketing

Eric Williams

Construction Superintendent

Location: Gig Harbor, Washington

- Responsible for all construction operations & scheduling for the Construction Department
- Responsible for the oversight of construction projects & permitting



WATER QUALITY:

Carol Schlender

Water Quality Manager

Location: Olympia, Washington

- Responsible for the scheduling & reporting all water quality
- Responsible for the preparation of the Consumer Confidence Report

ACCOUNTING AND PURCHASING:

Kanosi Chakweva

Accounting Manager

Location: Gig Harbor, Washington

- Responsible for all corporate accounting activities for Washington Water Service Company
- Responsible for coordinating all payroll, employee benefits and records with Human Resources
- Responsible for the filing of all Tariffs and reports to the Washington Utilities and Transportation Commission

Wendi Beal

Purchasing Supervisor

Location: Gig Harbor, Washington

- Responsible for inventory control & purchasing

ENGINEERING:

Matthew Brown, PE

Engineering Manager

Location: Olympia Washington

- Responsible for all activities of the engineering department at Washington Water Service
- Responsible for developer inquiries & management of CIAC projects
- The issuance of Certificates of Water Availability for permitting processes

Carol Bair

Engineering Administrative Assistant

Location: Olympia, Washington

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

SAFETY:

Allysha Wiseman

Safety Program Manager

Location: Gig Harbor, Washington

- Responsible for employee safety & training compliance

