



WASHINGTON WATER SERVICE

APPLICATION FOR WATER SERVICE

This application must be completed in full and returned to Washington Water Service Company. Your application can be mailed, emailed or dropped off. **COMPLETED APPLICATION MUST BE SUBMITTED 1-BUSINESS DAY PRIOR TO REQUESTED SERVICE START DATE.** If you have any questions, please call us toll-free at (877) 408-4060.

Mailing Address: P.O. Box 336

Gig Harbor, WA 98335

Physical Address: Gig Harbor (Customer Service/Drop Box)

14519 Peacock Hill Avenue NW

Gig Harbor, WA 98332

Olympia (Drop Box)

6800 Meridian Road SE

Olympia, WA 98335

Email: customerservice@wawater.com

Fax: (253) 857-4001

GENERAL INFORMATION

Applicant Contact

Service Start Date*:

NAME			
SERVICE ADDRESS	CITY	STATE	ZIP
MAILING ADDRESS	CITY	STATE	ZIP
PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	EMAIL

Check here if you are the Owner Tenant Property Manager Developer

Property Owner Information Same as Applicant

OWNER NAME (If Renting/Leasing use Property Management Company Name)			
OWNER MAILING ADDRESS	CITY	STATE	ZIP
PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	PHONE <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell	EMAIL

Customer Identification Verification

To establish a customer(s) identity, the following information is requested: Customer name, service address, telephone number and email address. A customer may provide **two non-public identifiers** (i.e. DOB, Last 4 SSN or Password). If the account has been established under fraudulent means, service may be terminated without further notice.

Identifier ¹	Identifier ²
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SPECIAL SERVICE NOTIFICATION

Please Check Any That Apply

Chlorine Sensitivity Dialysis Patient Immune Compromised Raise Fish Critical Care Facility Daycare/Adult Care Center Government Facility

APPLICANT SIGNATURE

DATE: _____

Applicant Signature

CO-Applicant Signature

*Service Start Date: No Weekends or Holidays. For Services requiring service installation, the Service Start Date is the date that the Service Connection Charge is paid.

Office Use Only: \$15.00 New Account Set-Up \$22.50 New Account Set-Up with Meter Read

Date Application Received: _____

Beginning Read: _____

AccountNo:	Premiseld:	Water System Name:	CSR:	Date Sent to Customer
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WASHINGTON WATER SERVICE

WATER SERVICE

Welcome to Washington Water Service! For questions regarding your service including billing or service questions, our Customer Service Center is available Monday-Friday 8:00 am to 4:30 pm (With the exception of weekends/holidays and Monday from 12:00-1:00 pm). In case of emergencies after business hours, please call us toll-free at (877) 408-4060.

ESTABLISHING WATER SERVICE

Water service shall be rendered only after submitting a completed and signed application by the prospective customer and acceptance of the application by the water company (allow one business day for processing). **As part of the application process, the prospective customer must also complete and sign a Water Use Questionnaire for the application to be considered as complete.**

- One-time charge of \$15.00 (New Account Set-Up Fee) and \$22.50 (Dispatch Fee for beginning read) will be billed on the first statement.
- Invoices for water utility services (Base Rate, Consumption, Flat Rate Billing, Ready to Serve and any Additional Service Fees) is sent out monthly, with payment due upon receipt and past due eighteen (18) days from the date of the invoice.
- A Payment Reminder Notice is mailed to customers with an unpaid balance thirty (30) days from the date of the invoice.
- A Disconnection Notice is mailed to customers with an unpaid balance after seven (7) business days of the date of the Payment Reminder Notice.
- **If a Disconnection Notice is received, you must notify the Customer Center representative that you are making a payment or run the risk of disconnection of service.**
- If a service has been disconnected for non-payment, a reconnection fee of \$25.00 must be paid prior to reconnection of service during the business hours of 08:00am to 04:00pm. Reconnection requests made after 4:00pm during the work week, or on a weekend or on a holiday are assessed a \$70.00 reconnection fee that will need to be paid prior to service reconnection. All past due charges will be sent to a collection agency and are considered a prior obligation if not paid at the time of reconnection.
- If an account has been established under fraudulent means, a service may be terminated without further notice.
- A service charge of \$15.00 shall be applied to each account for each payment returned unpaid for any reason by the financial institution upon which the payment is drawn.

METERED SERVICE RATES

Applicable to Water Service where a meter is installed. Effective March 1, 2019 (Schedule No. 2)

Meter Size	Base Rate	1 st Block (cubic feet)	1 st Usage Rate	2 nd Block (cubic feet)	2 nd Usage Rate	3 rd Block (cubic feet)	3 rd Usage Rate
¾-Inch	\$ 23.60	0-600	\$ 3.85	601-1600	\$ 4.95	Over 1,600	\$ 6.10
1-Inch	\$ 39.33	0-1,000	\$ 3.85	1,001-2,667	\$ 4.95	Over 2,667	\$ 6.10
1 ½-Inch	\$ 78.67	0-2,000	\$ 3.85	2,001-5,333	\$ 4.95	Over 5,333	\$ 6.10
2-Inch	\$ 125.87	0-3,200	\$ 3.85	3,201-8,533	\$ 4.95	Over 8,533	\$ 6.10
3-Inch	\$ 236.00	0-6,000	\$ 3.85	6,001-16,000	\$ 4.95	Over 16,000	\$ 6.10
4-Inch	\$ 393.33	0-10,000	\$ 3.85	10,001-26,667	\$ 4.95	Over 26,667	\$ 6.10
6-Inch	\$ 786.67	0-20,000	\$ 3.85	20,001-53,333	\$ 4.95	Over 53,333	\$ 6.10

PAYMENT OPTIONS

Washington Water offers a variety of payment options including the ability to pay with your Visa, Master Card, Discover Card or Visa/Master Debit card. Payments can be made in person, by telephone, mail or by using our on-line billing portal. We can even set up automatic payments from your checking or savings account.

Online <https://wawater.firstbilling.com>

Phone* (877) 408-4060

Free Automated Payment Line (844) 850-9065

In Person – Gig Harbor Office

14519 Peacock Hill Avenue NW

Drop Box – Gig Harbor and Olympia

14519 Peacock Hill AvNw, Gig Harbor

6800 Meridian RdSe, Olympia

*Credit Card Payments over the phone are charged a fee of \$1.25 per transaction.

TERMINATION OF SERVICE

To discontinue service, a customer is responsible for notifying the utility. Failure to do so will result in the customer being responsible for continuing to pay the company's tariff rate until the company becomes aware that the customer has vacated the property.