



Quality. Service. Value.

## Customer Service Center & Office Hours

8:00 am – 4:30 pm  
Monday thru Friday  
(Excluding Holidays)

### Customer Service Center

(24 Hours a Day)  
253-851-4060  
1-877-408-4060

### Mailing Address

P.O. Box 336  
Gig Harbor, WA 98335

### Customer Service & NW Operations

Payment Drop Box Outside Building  
14519 Peacock Hill Avenue NW  
Gig Harbor, WA 98332

### SW Operations, Engineering & Water Quality

NO Customer Account Service Available  
Payment Drop Box Outside Building  
6800 Meridian Road SE  
Olympia, WA 98513

### Orcas Island Operations

NO Customer Account Service Available  
107 Firehouse Lane  
Eastsound, WA 98245

### Customer Service Email

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

### WEB Page

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

### Facebook

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

### Twitter

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

# Billing Rates, Rules & Regulations Information

As required by the Washington Utilities and Transportation Commission, each year we must notify or remind all of our customers of our policies and rules under which we operate. This is in accordance with WAC 480-110.

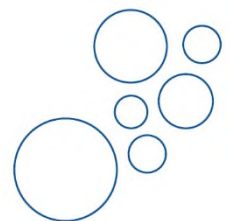
Washington Water Service Company agrees to furnish water, without guarantee of non-interruption, to the property owner upon receipt of full payment of the required hookup fee and a signed Service Application. Washington Water will make a diligent effort to render uninterrupted service and supply of water and in cases where shut-off is necessary for repairs, reconstruction, damage prevention or similar cause, will endeavor if possible to give advance notice to its customers of such expected outages.

Washington Water will not, however, take responsibility for any damage that may result from cessation of service such as above outlined, nor for failure to give notice of shut-off where circumstances are such that it is impossible to give notice as above stated.

Check valves have been installed on most meters in the different service areas. This helps prevent water from running back from your house into the water system, which could cause cross connection contamination in some cases. It is important that your hot water tank's thermostat is set properly, for it creates thermo expansion and higher pressure in your house. It is also important that your hot water tank's relief valve works properly and is plumbed outside your house. In some areas, pressure may be excessive for your particular household use. It is the customer's obligation to install and maintain a pressure-reducing valve.

Only authorized company personnel shall make Service connection to the main. Said connection shall be made at the property corner nearest to the mainline. It shall be the **Customers Responsibility** to extend their service line from the connection to the building without disturbing Company installation. Said installation shall be available to Washington Water representatives at all times. Washington Water shall have access to the premises of the customer at reasonable hours for the purpose of meter reading, inspection, connection or meter setting, disconnection, repair or removal of Company property installed thereon.

Each complaint or dispute received by Washington Water shall be investigated promptly and the results reported to you. When circumstances indicate the need for corrective action, such action will be taken as soon as possible. If you are dissatisfied with the decision, you have the right to have the problem acted upon by a supervisor. If you are still dissatisfied, you may contact the Washington Utilities and Transportation Commission for further review. The Commission can be reached in Olympia at 1-800-562-6150.



The Washington Utilities and Transportation Commission approve our monthly, billing rates. As of December 1, 2018, the base rates are as follows, based on meter size:

#### **Metered Base Rates**

¾" Service	\$ 23.60 (0 c.f.)
1" Service	\$ 39.33 (0 c.f.)
1½" Service	\$ 78.67 (0 c.f.)
2" Service	\$125.87 (0 c.f.)
3" Service	\$236.00 (0 c.f.)

Metered consumption for ¾" service is billed in addition to the metered base rate as follows:

0 – 600 c.f.	at \$3.85 per 100 c.f.
601 – 1,600 c.f.	at \$4.95 per 100 c.f.
1,601 and over	at \$6.10 per 100 c.f.

If the meter is larger than a ¾" meter, please visit our web site to view our tariff and your applicable billing rates.

#### **Flat Rate**

If the customer does not have a meter installed on their service line, they are subject to flat rate billing. Our flat rate is currently \$55.28 per month. Washington Water plans to have all services metered by the year January 2017.

#### **Ready to Serve**

When a customer has a service connection to their property, and is not ready to have a meter installed, they will be billed a Ready to Serve flat rate of \$21.75 per month until the cost for the meter has been paid in full.

#### **Additional Service Fees**

Account Set up Charge	\$15.00
Account Set up Charge with read	\$22.50
Non-sufficient Funds Check	\$15.00
Disconnection Visit Fee	\$15.00
Reconnect Fee M – F (8 AM to 4 PM)	\$25.00
Reconnection (all other hours)	\$70.00
Credit Card Processing Fee (on phone)	\$ 1.25

#### **Customer Billing**

Invoices for water utility services (Base Rate, Consumption, Flat Rate Billing, Ready to Serve, and any Additional Service fees) is sent monthly with payment due upon receipt of invoice. Customers are given a grace period of eighteen (18) days from the date of the invoice to make a payment. If a payment has not been received after 18-days, a Payment Reminder Notice is mailed on the ninth (9) day, reminding the customer that they have an outstanding account balance. If after seven (7) business days of the date of the Payment Reminder Notice, customer has not made payment of the outstanding balance, a Disconnection Notice is sent advising the customer that their water service is scheduled for disconnection. This notice allows for an additional four (4) business days to pay the outstanding balance, prior to service disconnection. We understand that unexpected events and hardships occur that may prevent a Customer from paying their account in full, it is the customer's responsibility to contact our Customer Service Center (*prior to disconnection*) to make a suitable payment arrangement. Our Customer Service Representatives can offer a payment extension option up to four (4) times per year or provide contact information to local community organizations that can assist customers that are unable to make a payment on their account. If a customer has made a payment and has received any notices for non-payment, please contact our Customer Service Center to confirm if a payment has been received to avoid a disruption of service.

Water service disconnected for nonpayment, will be charged a reconnection fee. A reconnection fee of \$25.00 will be paid prior to reconnection of service during the business hours of 8:00 a.m. to 4:00 p.m. Reconnection requests made after 4:00 p.m. during the week, or on a weekend, or on a holiday, a \$70.00 reconnection fee will need to be paid prior to reconnection of service. 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.

Customers that are planning to be away for an extended amount of time can prepay an estimated amount, based on prior invoices.

#### **Questions & Additional Information**

If you have any questions, please feel free to call our Customer Service Department. Our approved tariff, which outlines our rules and regulations, can be viewed on our web site at [www.wawater.com](http://www.wawater.com) or a copy can be obtained by contacting the Utilities and Transportation Commission in Olympia. The tariff is also available in our office for review during normal business hours.

#### **Payment Options**

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

**Auto-Pay:** We offer two different types of automatic payments for our customers. We can draft your payment from your checking or savings account using our auto-pay option or you can use our Billing Portal to set up recurring payments using your debit or credit card. Forms are available on our web site for downloading and in our offices if you do not have computer access.

**On-Line Payments:** We are pleased to offer an on-line payment option to our customers at no charge. Simply go to our web site and register on our Billing Portal. Once you have registered you will have the convenience to set up payments one time or recurring, see payment details, view, and print your statements. This service is available 24/7.

**Payments over the phone:** Please note that all credit and debit card payments taken over the telephone will incur a \$1.25 processing charge that will be billed to you on your next month's statement. Payments that are automatically drafted from your card or banking accounts will not be billed a processing fee. We offer a free automated payment option by calling (844) 850-9065.