



## WAYS TO PAY YOUR BILL

### Credit or debit card payments

▷ [www.thurstoncountywa.gov/pw](http://www.thurstoncountywa.gov/pw)

Click "Pay a Bill"

▷ 360-867-2312

You will need to provide your account number.

The credit card company charges a convenience fee of 2.35%, with a minimum fee of \$2.

### Automatic withdrawal

Checking or savings account automatic withdrawal (ACH). This service is free of charge. Call 360-867-2312 to get set up.

### By mail

TC Utilities, 9605 Tilley Rd. S, Box D,  
Olympia, WA 98512

### In person

9605 Tilley Rd S. Bldg. C, Olympia, WA

When mailing payment, please include the remittance portion of your statement and your account number on your check to insure proper credit to your account. Consider the time it may take to be received and credited to your account. Mail it well in advance of the due date. We do not use postmarks for determining date of payment.

To avoid disruption of service, **payment of delinquent accounts** per the terms of the disconnection notice should be made:

▷ in person: 9605 Tilley Rd. S, Bldg. C, or

▷ online: [www.thurstoncountywa.gov/pw](http://www.thurstoncountywa.gov/pw)

If you pay online, you must notify our office that payment has been made.

## OFFICE BUSINESS HOURS

Monday – Friday, except holidays

▷ In person: 8 a.m. – 4:30 p.m.

▷ By phone: 8 a.m. – 5 p.m.

## INQUIRIES DURING BUSINESS HOURS

For questions related to your bill, water usage, temporary water shut-off requests, or to establish or change service, call 360-867-2312.

For water leaks, water pressure issues, or STEP alarms, call 360-867-2288. **For after-hours water & sewer emergencies, call 1-800-926-7761.**

## TEMPORARY TERMINATION OF SERVICE

You may have your water meter disconnected by TC Utilities during times of lengthy absence. Call us to set this up. Base service rates will still be charged during this period. Call to reinstate your service one business day prior to your return.

## LATE PENALTIES

All accounts that are unpaid after the bill due date are assessed 10.67% interest and penalty on the total balance owed, as allowed by RCW 36.94.150. If the balance is not paid 30 days after billing date, a service disconnection notice will be sent. Property owners will receive a copy of this service disconnection notice for rental accounts. A second service disconnection notice will be mailed or posted\* on the premises prior to disconnection. If payment is not received by the final payment due date printed on the initial disconnection notice, the water will be disconnected; when this occurs, your account will be charged a \$100 service disconnection dispatch fee and a final notice will be posted\* on the premises.

\*For each notice posted on the premises, a \$35 fee will be assessed to your account.

A \$30 fee will be charged for any non-sufficient funds (NSF) check or bank draft. If you pay with a check to keep your water from disconnection and it is returned NSF, your water will be disconnected immediately without further notice.

## DISCONNECTION

Water service disconnection will result from failure to pay any past due amount by the specified date and time. Payment of the account balance and all service disconnection fees will be required prior to reconnection. **Payments must be made in person or by phone, and received by 3:30 p.m. to avoid an additional charge** for same day reconnection service. TC Utilities offers payment plan arrangements to customers, subject to certain requirements. Contact us for further information.

## AFTER HOURS SERVICE

Customers will be charged \$100 for any after hours non-emergency service. After hours service charges apply to non-emergency reconnections requested between 3:30 p.m. - 7 a.m.

**No reconnections due to delinquency shut off will be dispatched after 5 p.m. or on weekends.**

## EQUIPMENT TAMPERING

Tampering with a water meter, valve, or any utility mechanism is a misdemeanor. Damage caused by such action will be charged to the account, is subject to penalties, and may result in legal action.