



## Billing

Q: *When do you bill?*

A: We bill every other month. For Whidbey customers, this is in March (January/February usage), May (March/April usage), July (May/June usage), September (July/August usage), November (September/October usage) & January (November/December usage).

For Sequim customers, this is in February (December/January usage), April (February/March usage), June (April/May usage), August (June/July usage), October (August/September usage), & December (October/November usage).

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## Service

Q: *Where do you provide service?*

A: We have several different service locations, located throughout Whidbey Island and Sequim, WA. If you think your property is within our service area, please contact our office to check.

## Usage

Q: *How do I figure out my usage?*

A: Your usage will appear on your bill - it will be listed in cubic feet.

1 cubic foot = 7.48 gallons.

(Sea View Water customers' usage will appear in gallons.)

Q: *How much usage is standard?*

A: According to the Washington Department of Ecology, an "average" household uses about 300 gallons of water a day. That's approximately 40 cubic feet per day.

If your usage is higher than normal, check for leaks, both inside and outside your home, including leaky faucets or toilets --- a single dripping faucet can waste far more water in a single day than one person needs for drinking in an entire week.

## Misc.

Q: *When are you open?*

A: Our set office hours are Tuesday & Thursday from 10am-12pm.

We are also in the office Mon/Wed/Fri, but not at set times. If you need to make an appointment for one of those days, please contact us.

## For Our Customers

Q: *How can I pay my bill?*

A: We accept checks (if you are mailing in your payment) and cash or check (if you come into our office).

We are now setup to accept credit/debit cards (Visa/Mastercard/Discover). We also now offer Auto Pay. Click the "Pay My Bill" tab up at the top for more options.

Q: *Help! I'm having a water problem! What do I do?*

A: If it's within our limited office hours, call and report your water problem to our office line: (360) 331-7388.

If you are having a water emergency, please call our manager Culley Lehman at 360-661-7781.