



WASHINGTON WATER SERVICE COMPANY STAFF & OFFICE CONTACTS

Office Hours: Monday through Friday – 8:00 a.m. to 4:30 p.m.
Customer Service is closed from 12:00pm to 1:00pm on Mondays

Customer Service Toll Free – 24 hr per day: (877) 408-4060

www.wawater.com

Corporate Affairs:

Scott Bailey

General Manager

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1107

- Responsible for all activities of Washington Water Service Company
- Operation related activities and staff in Northwest and Southwest Regions
- Reports to the President & COO of California Water Service Group

Zera Cox

Administrative Assistant to the General Manager

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1106

- Provides administrative support to the General Manager and management team
- Reports to the General Manager of Washington Water

Customer Service:

Susan Hull

Customer Service Manager

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1101

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

Operations:

Shawn O'Dell

Northwest Regional Operations Manager

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1150

- Responsible for all field operations and scheduling for the Northwest Region in the Gig Harbor Office
- Responsible for New Business Development and Marketing
- Reports to the General Manager of Washington Water

Eric Williams

Construction Superintendent

Location: Gig Harbor, WA

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1124

- Responsible for over site for all construction and permitting
- Reports to the General Manager of Washington Water

Doug Hall

General Foreman – Northwest Region

Location: Issaquah, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1168

- Responsible for the daily field operations and marketing for all systems located in King and parts of Pierce County
- Reports to the Northwest Operations Manager of Washington Water

Paul Robischon

Southwest Regional Operations Manager

Location: Olympia, Washington

Phone: (877) 408-4060

Direct Line: (360) 438-2042 Ext 2114

- Responsible for all field operations & marketing in the Southwest Region
- Responsible for New Business Development and Marketing
- Reports to the General Manager of Washington Water

Mike Forsberg

Foreman - Southwest Region

Location: Olympia, Washington

Phone: (877) 408-4060

Direct Line: (360) 438-2042 Ext 2151

- Responsible for scheduling for all field operations in the Southwest Region
- Report to the Southwest Operations Manager of Washington Water

Roy Stanton

Local Manager – Orcas Island

Location: Eastsound, Washington

Office: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1178

- Responsible for the daily field operations and marketing for all systems located in San Juan County
- Reports to the General Manager of Washington Water

Water Quality:

Carol Schlender

Water Quality Manager

Location: Olympia, Washington

Phone: (877) 408-4060

Direct Line: (360) 438-2042 Ext 2122

- Responsible for the scheduling & reporting all water quality , for the preparation of the Consumer Confidence Report
- Reports to the General Manager of Washington Water

Accounting and Purchasing:

Kanosi Chakweva

Accounting Manager

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1105

- 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
- Reports to the General Manager of Washington Water

Robert Brebner

Purchasing Supervisor

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1115

- Responsible for inventory control and purchasing
- Reports to the Accounting Manager

Bob Sanstad

Safety, Training & Maintenance Supervisor

Office Location: Gig Harbor, Washington

Phone: (877) 408-4060

Direct Line: (253) 851-3422 Ext 1111

- Responsible for employee safety & training compliance
- Responsible for vehicle fleet & equipment maintenance
- Reports to the General Manager of Washington Water

Engineering:

Matthew Brown, PE

Engineering Manager

Office Location: Olympia Washington

Phone: (877) 408-4060

Direct Line: (360) 438-2042 Ext 2120

mbrown@wawater.com

- Responsible for all engineering at Washington Water Service
- Reports directly to the Chief Engineer of California Water Service Company

Carol Bair

Engineering Administrative Assistant

Office Location: Olympia, Washington

Phone: (877) 408-4060

Direct Line: (360) 438-2042 extension 2105

cbair@wawater.com

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

OFFICE LOCATIONS:

WASHINGTON WATER SERVICE

Location: Gig Harbor

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

www.wawater.com

WASHINGTON WATER SERVICE

Location: Olympia

6800 Meridian Road SE

Olympia, WA 98513

Toll Free 1-877-408-4060

Office: (360) 491-3760

Fax: (360) 459-3259

www.wawater.com

WASHINGTON WATER SERVICE

Location: Orcas Island

107 Firehouse Lane

Eastsound, WA 98245

Toll Free 1 (877) 408-4060

Fax: (360) 376-2722

www.wawater.com

CUSTOMER SERVICE EMAIL:

customerservice@wawater.com