



Thurston County Utilities

Frequently Asked Questions (FAQs)

- **Which areas of Thurston County does TC Utilities service?**

- Water Service
 - Boston Harbor
 - Tamoshan
 - Grand Mound
- Sewer Service
 - Boston Harbor
 - Tamoshan
 - Beverly Beach
 - Grand Mound
 - Olympic View

You may email tcutilities@co.thurston.wa.us or call 360-867-2312 to check if we service your address.

- **How do I set up my account with TC Utilities?**

- New accounts for water or sewer service at an established service address may be set up by completing an application and paying a deposit. Applicable deposit amounts are determined by ordinance and can be found at:
https://library.municode.com/wa/thurston_county/codes/code_of_ordinances?nodeId=TIT15PUWO_CH15.10WASY_15.10.310PARE.

The application may be accessed on the utilities website at

<http://www.co.thurston.wa.us/publicworks> or you may call 360-867-2312.

- **When will I receive my monthly bill?**

- Bills are mailed on the last business day of each month. Expect to receive your bill the first week of the month. If you have not received your bill, please email tcutilities@co.thurston.wa.us or call 360-867-2312 to request a copy of your bill.

- **When is my billing due date?**

- Bills are due and payable on the 20th of each month or the following business day, if the 20th falls on a weekend or a holiday. Bills are considered delinquent if not paid on or before the payment due date.

- **Is there a grace period?**

- The County may apply a five (5) calendar day grace period before assessing interest or delinquent penalties.

- **What payment methods does TC Utilities accept?**
 - Credit or Debit Card – Visit <http://www.co.thurston.wa.us/publicworks> or call 360-867-2312.
 - Check – Mail to TC Utilities, 9605 Tilley Rd S, Box D, Olympia, WA 98512.
 - Cash – Accepted in person at the TC Utilities office, 9605 Tilley Rd. S, Building C, Olympia, WA. TC Utilities in person office hours are from 8:00 a.m. to 4:30 p.m.
 - Automatic Payments (ACH) – Sign up for automatic utilities payment to deduct your utility bill amount due from your checking or savings account on the billing due date. No fees or service charges apply for this service. Find the ACH payment sign up form at <http://www.co.thurston.wa.us/publicworks> or request by emailing tcutilities@co.thurston.wa.us.
- **Is there a fee for credit card payments?**
 - A 2.35% convenience fee (minimum \$2.00) is assessed by the credit card company. This fee does not apply to ACH payments.
- **Can I use my bank's bill pay program?**
 - Yes, if you use bill pay, the bank will mail us a check. You must allow sufficient lead time to ensure we receive payment by the due date. TC Utilities cannot receive funds electronically from any banks.
- **Can my ACH automatic payment be made on a date other than the due date?**
 - No, payments are posted only on the bill due date. However, you can mail or make payment online prior to the billing date and only the remaining account balance, if any, will be made by ACH.
- **How do I let TC Utilities know I am moving?**
 - Please notify TC Utilities of account terminations prior to the move out day by:
 - Filling out an account termination form found at <http://www.co.thurston.wa.us/publicworks> and return via email to tcutilities@co.thurston.wa.us, or
 - Calling our office at 360-867-2312.
- **How do I apply for a leak adjustment?**
 - Leaks on the property side of the water meter are the responsibility of the property owner or account holder to repair. However, TC Utilities may provide a usage adjustment for undetected leaks if the account holder requests the usage adjustment in writing and provides proof the leak has been fixed. Proof would include an invoice from a plumber and a picture of the affected area that has been fixed.
- **My water was shut off due to delinquency and now I've paid; how quickly will it be restored?**
 - Any payments made prior to 3:00 p.m. will restore water service the same day. Payments made after 3:00 p.m. will restore water service the next business day. If the customer requests that the water be restored after hours, a service charge of \$100 will be assessed. No service calls for reconnection due to delinquency shut-off shall be dispatched after 5:00 pm or on weekends. If your water has been shut off and you have made a payment online, you must notify TC Utilities by calling (360) 867-2312.
- **Who should I call if I have a water or sewer emergency outside of TC Utilities' business hours?**
 - After hours, call 1-800-926-7761 for assistance.