PAYMENT METHOD
PAYMENTS CAN BE:
MAILED TO: Kitsap PUD
P.O. Box 2910, Poulsbo, WA 98370
PAID BY PHONE: (360) 779-7656
We accept VISA and MASTERCARD
DROP BOX OR IN PERSON:
1431 NW Finn Hill Road, Poulsbo
Check, Money Order or Cash
ONLINE: www.kpud.org
AUTO BILL PAY: Forms available on website or at our office.

SERVICE INTERRUPTIONS
Occasionally circumstances result in interruption of water delivery. Sometimes these interruptions are intentional - such as when we are flushing lines - and sometimes they are unintentional - such as when a water line breaks. We will try to inform you in advance of any planned shutdown and instruct you of what to do when service returns. Generally speaking, if you experience dirty water after we have been flushing, simply run cold water for a little while and it should clear up. For unplanned interruptions, we ask for your patience and trust that we will get your service restored as soon as possible.

TERMINATING YOUR WATER SERVICE
When you wish to close your account with us, we ask that you give us at least one week’s notice so that we can read your meter and process your final bill. Without your termination request, the account will continue to be billed in your name. When you request termination of service, we will need the following:
1. Your name and service address
2. Your future address for the final bill
3. Closing/moving out date
4. Title company’s name
5. The future owner’s name (if known)
Tenants moving out must provide items 1 through 3.

CONTACT INFORMATION
OFFICE LOCATION:
1431 NW Finn Hill Road
Poulsbo, WA 98370
MAILING ADDRESS:
P.O. Box 1989
Poulsbo, WA 98370
OFFICE PHONE:
360-779-7656
REGULAR BUSINESS HOURS:
8:00 a.m. - 4:30 p.m.
Monday - Friday
For after hours emergencies, please call 360-779-7656.

VISIT OUR WEBSITE AT
WWW.KPUD.ORG

The Kitsap PUD Board of Commissioners meets on the second and fourth Tuesday of every month at our office in Poulsbo. Meetings usually begin at 9:30 am. The public is welcome to attend.

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WELCOME TO... Welcome to Kitsap Public Utility District. As your new water purveyor, we are pleased to have you as a customer. This pamphlet is designed to introduce our policies and procedures and answer questions you may have about water utility issues. We are committed to customer satisfaction. If there is anything we can do to better serve you, please give us a call. We look forward to meeting your water utility needs for many years.

KITASAP PUD Kitsap PUD currently owns and operates over 55 water systems throughout Kitsap County. These range in size from 4 connections to over 5,000 connections. All systems are operated according to Federal and State guidelines that stipulate such things as water quality standards and monitoring requirements, operator qualifications, cross-connection control, wellhead protection, security measures, etc.

Occasionally you may be asked to participate in some of these ongoing operations. If you have an in-ground sprinkler system, for instance, you will have to provide proof of backflow prevention for our cross-connection control program. If your house was built during a targeted time frame, you may be asked to participate in our lead and copper monitoring program. Your assistance in these matters is not only appreciated, but also necessary for us to remain in compliance with the Federal Safe Drinking Water Act and provisions of Washington's Administrative Code. We thank you for your contribution to these efforts.

YOUR WATER SERVICE Each new customer can call, come into our office or email us to set up their new water service or new account. If water is available, but a connection has yet to be purchased, you must obtain a Binding Water Availability Letter. This will get you a meter and a meter box connected by a service line to our water main. This Water Availability Letter also satisfies other permitting requirements you may encounter (such as building site applications). For existing connections, we will need the new customer's name, billing information, and phone number. This information is needed prior to initiation of service.

Residential meters are read once every two months to correspond with our billing cycle. Occasionally homeowners will call to say their meter is buried and – therefore – could not have been read. Most often the dirt that you see in your meter box is the result of mole activity. For the bulk of our meters – which are read via a touch-read device – this is a non-problem. For those that are read visually, the dirt is simply brushed away by the system operator.

YOUR WATER METER Household water usage is measured by a meter that is typically located near the road and property corner. We encourage you to familiarize yourself with your water meter. This will assist you should you have questions about your bill or concerns that you may have a leak. See our website or call our Customer Service Department for more information.

YOUR WATER BILL Most of our customers are billed bi-monthly. The bill includes a basic service charge, your water consumption cost, and a state utility tax. Your bill shows the service dates, previous and current meter reads, and the amount of water used in that period. Usage is measured in cubic feet. (One cubic foot is equal to 7.48 gallons.) For new accounts there is a one-time-only bookkeeping set-up fee of $27 that will be reflected on your first bill.

You have until the last business day of the following month to pay your water bill. After the due date, any unpaid bills will receive a 10% late charge. Bills include current charges, unpaid balances, late charges for delinquent accounts, and previous payment information.

Messages to our customers are frequently added to the bottom of your bill. It is important that you read your water bill and any additional material included with it. If you have any questions about your bill, please do not hesitate to call our Customer Service Department.

For existing connections, we will need the new customer's name, billing information, and phone number. This information is needed prior to initiation of service.

Votre service d'eau pour les nouveaux clients
Chaque nouvel utilisateur peut nous contacter pour mettre en place leur service d'eau ou une nouvelle comptabilité. Si l'eau est disponible mais qu'un raccordement n'a pas encore été acheté, vous devrez obtenir une Lettre de Disponibilité d'Eau de Raccordement. Cela vous donnera un compteur et un boîtier de compteur reliés à notre réseau d'eau par un tuyau de service. Cette Lettre de Disponibilité d'Eau de Raccordement satisfait également d'autres exigences de permis. Si votre maison a été construite dans une période cible, vous pouvez être invité à participer à notre programme de surveillance de la plomb et du cuivre. Votre assistance dans ces tâches est non seulement appréciée, mais elle est également nécessaire pour rester en conformité avec les directives fédérales et les provisions de la loi administrative de l'État de Washington. Nous vous en remercions pour votre contribution à ces efforts.