

Frequently Asked Questions

Where do I go to pay my bill? How do I pay my bill?

We accept cash or check. If paying cash, our cashier's window is located at the Administration Building: 6406 Marine Drive, Tulalip WA 98271. You will need to provide your name or address and the amount you wish to pay. If the amount is not the total on your statement, please contact our billing office to arrange a payment plan. If paying by check be sure to include your name account number and/or service address to ensure you are properly credited.

Do you accept credit card/debit cards? We currently do not accept debit or credit cards.

Who do I contact with questions regarding my account? Utilities Billing, 360-716-4844

I would like to request my Septic System to be pumped out, who do I contact? What is the price?

Contact The Utilities Office and we will create a work order for your request. Payment however needs to be tendered before service. If full payment cannot be made, and it is an emergency, arrangements can be made in Utilities Billing Department. Must be present at the time of service.

Where can I get an application for a water/sewer hookup?

You can pick an application up at the main Utilities Building located at 3015 Mission Beach Road, Tulalip WA 98271. You will need to fully complete it and submit septic designs along with your application if applying for water. Our Technician will then review it and get back to you within ten business days.

What are the requirements for water/sewer hookup?

The site needs to reside within the boundaries of The Tulalip reservation and be in an area that we can service.

What are the estimated costs of water/sewer hookup?

The costs vary depending on each home site. The costs are between \$4750- \$6600. It includes but are not limited to; connection fee, application fee, plan review fee, security deposit, capital improvement charge, service line fitting, meter testing etc.

If I think there is a broken water pipe, who should I contact?

Contact the Utilities department when and if you suspect a broken water line or sewer line. Even if you are unsure, it is very important to notify us.

Where does my water come from?

Water is from various wells throughout the reservation. Tulalip Utilities also purchases water from the City of Marysville to service areas such as Aspen and Quil Ceda Village.

What is a CCR Report?

A Consumer Confidence Report, also known as a CCR, is an annual report generated each year notifying each customer of their drinking water for the prior year. It includes helpful information, contact numbers, any detected contaminants etc. This report typically is sent out to customers and surrounding homes by the end of July each year.

Where is the boundary line of authority and responsibility between homeowner and Tulalip Utilities?

The Tulalip Utility Authority is not responsible for, nor shall it maintain or repair, any private or domestic water or sewer system, garbage, roads or lighting except for specific agreement establishing fair rates of compensation to the Utility Authority and owner of such facilities. The Utility shall not be liable for any loss or damage to, a customer's water or sewer lines or fixtures, garbage storage facilities, driveways or parking lots, hydrants or lighting. *Please Reference: Ordinance 76; Section 5.17; Limits of Responsibility*