

Starting 10/01/2023, if your water service is disconnected for non-payment, we will automatically schedule reconnection upon receiving sufficient payment throughout the week of disconnect. You do not need to call us to initiate reconnection unless the payment is received the following week or after. It's your responsibility to ensure it is safe for us to restore service before making payment.

Water service will automatically be scheduled for reconnection the same day if we receive sufficient payment before 4:45 p.m. Monday - Thursday and 3:45 p.m. on Fridays.

Payments received after these times will be reconnected the next business day or after-hours (if requested) for an additional fee. Contact us at 253-588-4423 with questions or concerns.

## Do you know where your water shut-off valve is?

In the event of an emergency, or if you need to do home repairs, you should know where the water shut-off valve is to your home. Older homes may not have had one installed when they were first built, so it is a good idea to have one installed. The water meter valve is the property of Lakewood Water District. If you do not have your own shut-off valve, Lakewood Water District is available to turn your water off at the District-owned meter 24 hours a day.

There is no cost M-Th 8 AM–4:45 PM or Fri. 8 AM– 3:35 PM, and \$105 after hours for a non-emergency turn off. This fee covers the round trip to turn your water off then back on when you are ready.



**Every drop counts.  
Leaks cost time & money.**

Lakewood Water District  
11900 Gravelly Lake Dr SW  
Lakewood WA 98499



# Billing & Payment Policy



**Lakewood Water District**  
(Payment Remittance Address)  
PO Box 1594  
Tacoma, WA 98401-1594

11900 Gravelly Lake Drive SW  
Lakewood WA 98499  
PH: (253) 588-4423  
[www.lakewoodwater.org](http://www.lakewoodwater.org)

## Rates

Lakewood Water District reads every meter in the District once every two months. Accounts are then billed within 10 days of that meter reading.

### \*\*Rates: (Effective January 1, 2024)\*\*

(100 cubic feet equals 748 gallons)

\$10.35 Base Charge (0-800 cubic feet)

\$2.19 per 100 cubic feet (801-2,000 cubic feet)

\$2.98 per 100 cubic feet (2,001-thereafter)

## R&R Fixed Fee

The R&R Fixed Fee on your bi-monthly billing statement stands for replacement and rehabilitation. This portion of your bill goes toward the upkeep of the infrastructure. This charge is based off your meter size, see below.

\*\* rates do not include the 6% City of Lakewood Franchise Fee

Meter Size	R&R Fee	Meter Size	R&R Fee
5/8"	\$35.07	4"	\$385.71
1"	\$38.56	6"	\$490.90
1.5"	\$49.08	8"	\$1,016.88
2"	\$63.11	10"	\$1,332.47
3"	\$101.69	12"	\$1,577.91

### Our Mission Statement:

*Lakewood Water District will provide its customers with water service that meets or exceeds all water quality standards, maintaining policies and practices that benefit the health and welfare of the community.*

## Payment Options:

The easiest way to pay your bill is by creating an account with Xpress Bill Pay at:

[www.xpressbillpay.com](http://www.xpressbillpay.com)

or by clicking the Xpress Bill Pay link on our website. It is **quick, easy and free!**

With Xpress Bill Pay you can:

- Pay online
- Download the mobile App
- Set up **Auto Pay**
- Go green, and set up paperless billing
- Quick guest checkout

Other payment options we accept:

- Mail
- In person at our office
- Drop box to the right of our front door
- Pay by phone 1-888-716-0158 (account number required)

## Payment Policy

Payment is due 25 days from the billing date on the statement. Payments are considered late on the 26th day. One delinquent notice will be mailed out including a cut-off date. \*Past-due accounts that reach their cut-off date will be charged a 10% Administrative Delinquent Fee. If a service order is generated to disconnect service, a \$40 Dispatch Fee will be charged.

You can monitor your water usage online by selecting the link below on our website! You will need to set up an account and contact The District for a security token. Please note The Customer Water Usage Portal is a separate login from our payment site, Xpress Bill Pay.



[View My Water Usage](#)

## Miscellaneous Fees

### Delinquent Fee—10% of the water bill

Fee charged on a delinquent account. An account is delinquent 26 days from the billing date.

### Door Hanger Fee (multi-units) - \$10 per unit

Fee Charged when a doorhanger is hung at a multi-unit complex to notify tenants of possible disconnection. This fee is charged per unit.

### Dispatch Fee- \$40

Fee is charged by 8AM on the day a customer is due for disconnection due to a past due balance on their account.

### Second Time Out Turn-On—\$50

Fee Charged when a technician has to return a second time to a property (during business hours) for a turn-on due to the customer not being home.

### NSF Fee—\$35

Fee charged if any payment is returned from the bank for any reason (e.g., non-sufficient funds, wrong account number)

### Meter Tampering Fee—\$115

Fee charged if a meter is locked off for any reason, and customer cuts lock and turns meter on.

### Backflow Assembly Permit—\$65

Permit fee for the installation of a new backflow assembly. Costs change with each additional assembly.

### Scheduled Irrigation Turn-Off/On- \$10 annually

Fee to have irrigation meter automatically turned off and on.

## After-Hours

Lakewood Water District has an on-call technician available 24 hours a day, 7 days a week for emergency purposes. If after-hour services are requested other than for emergency purposes, fees are then applicable.

### After-Hours Turn-On (after disconnect) - \$120

Fee to turn water back on after hours, after having been turned off for non-payment.

### After-Hours Turn-Off/On (Non-Emergency) - \$105

Fee to turn water on or off for non-emergency purposes (i.e. to make a non-emergency repair)

### After-Hours Turn Off/On (Emergency) - No Fee

Turning off the water for emergency purpose (at the discretion of the technician).