

Mission Statement

Our Mission is to manage the natural resources with which the Tribe is entrusted; to provide reliable, high quality water and wastewater services at fair and reasonable rates for the people of Tulalip; to preserve and protect the environment for future generations; and to meet the needs of our customers for exceptional water and sewer service, and of our team members for a challenging, fulfilling and rewarding work experience.

Frequently Asked Questions?

1. Where do I go to pay my bill? How can I pay my Bill?
 - If you would like to pay **cash**, our cashier's window is located at the new Administrative Building: 6406 Marine Drive, Tulalip WA 98271. Give them your name or address and the amount you wish to pay. If the amount is not the total due on your statement please contact our billing office to ensure a payment plan is arranged.
 - The other option is pay by **check**. If you wish to mail in your check be sure to include your name account number and or service address to ensure you are properly credited.
2. Can I pay by Credit Card/Debit Card?
 - The Tulalip Tribes at this time does not have the option of using debit or credit cards. If have any further questions please contact the Cashiers Window.
3. Who do I contact regarding my account or to stop, change, transfer my service or dispute an item on my billing statement?
 - You would contact Utilities Billing for all the above questions.
4. I would like to request for 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 need, arrangements can be made in Utilities Billing Department. You will need to provide us with your name, address and contact number. You will also need to be present at the time of service.
5. Where can I get an application for a water/sewer hook up?
 - 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.
6. What are the requirements for a water/sewer hook up?

- The site needs to reside within the boundaries of The Tulalip reservation and be in an area that we can service.
7. What are the estimated costs of a water/sewer hook up?
 - The costs vary depending on each home site. The estimated costs are between \$4750- \$6600. It includes but it s not limited to; Connection fee, application fee, plan review fee, security deposit, capital improvement charge, service line fitting, meter testing etc.
 8. If I think there is a broken water pipe who do I contact?
 - Contact the Utilities department when and if you suspect a broken water line or sewer line. Even if you are unsure it's very important to notify us of your findings.
 9. Where does my water come from?
 - The Tulalip Tribes is supplies water from various wells through out the reservation. Tulalip Utilities also purchases water from the City of Marysville to service areas such as Aspen and Quil Ceda Villiage.
 10. 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.
 11. Where is the boundary line of authority and responsibility between home owner 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*