

Explanation of Utility Charges

2019 Bi-Monthly Charges (Residential)		
Service	Flat*	Usage Charge per 100 Cu Ft
Water	35.72	1-1000 = 4.93 per CCF 1001—3200 = 5.93 per CCF 3200 + = 7.68 per CCF
Sewer	40.00	\$2.80
Storm Water	22.90	No Usage Charge

*The flat rate will always be charged regardless of usage.

100 cubic feet = 7.48 gal.

Radio Frequency Meter system

Water Meters: Your water meter is read every other month 10 days prior to billing. The transmitter connected to each meter communicates hourly readings back to Public Works and Utility Billing via cellular networks and the internet.

Meters are City Property : Do not tamper with the meter or the meter shut off valve. Property owners are responsible for the maintenance and repair of the service connection from the city's meter to the point of use. The area surrounding the meter is to remain free of debris and landscaping 3 feet from the meter on 3 sides and at least 1 foot on the 4th side.

Shut Off Valves: Each property should have its own shut off valve to the home other than the water meter. If you do not have or are unable to locate your shut off valve or need to make repairs, contact Public Works 24 hours before work is to begin.

Waste Management Northwest

The City of Mountlake Terrace contracts with Waste Management Northwest for garbage and recycling services. For reasons of health and sanitation, garbage service is MANDATORY in the City of Mountlake Terrace.

Garbage containers need to be within 5 feet of the curb by 6:30 am each Wednesday. The pick up schedule is available on their website

www.wmnorthwest.com.

Free carry out assistance is available for disabled residents by contacting the Utility Billing Department at utilitybilling@ci.mlt.wa.us or 425-744-6214.

Contact **WMNW** if you need yard waste, recycling or garbage containers delivered to the residence.

For service start/stop or other inquiries:

1-800-592-9995 or 425-481-1100

In the event of inclement weather : Waste Management may be unable to pick up your waste. Please remove the containers from the curb until the next scheduled pick up day. Waste Management will pick up both the previous week and current weeks waste and recycling on the next scheduled pick up day. Large garbage bags are the recommended containers if your current containers are full.

E-Waste information: Waste Management no longer offers curbside pick-up for E-waste deemed hazardous, such as computer equipment, televisions or other electronic items.

Call **1-800-RECYCLE** for information.

Billing Schedule

1st number of your account = Billing Route

ROUTES 1 & 2	PAY BY	SHUT OFF
Bill Date	5 P.M. To Avoid Late Fee	AT 8 A.M. IF UNPAID
2/22	3/24	4/25
4/26	5/26	6/27
6/28	7/28	8/29
8/23	9/22	10/24
10/18	11/17	12/19
12/20	1/19/20	2/20/20
ROUTES 3 & 4	PAY BY	SHUT OFF
Bill Date	5pm To Avoid Late Fee	AT 8 A. M. IF UNPAID
1/4	2/3	3/7
3/8	4/7	5/9
5/10	6/9	7/11
7/12	8/11	9/12
9/6	10/6	11/7
11/8	12/8	1/9/20
ROUTES 5 & 6	PAY BY	SHUT OFF
Bill Date	5pm To Avoid Late Fee	AT 8 A.M. IF UNPAID
1/18	2/17	3/21
3/22	4/21	5/23
5/24	6/23	7/25
7/26	8/25	9/26
9/20	10/20	11/21
11/22	12/22	1/23/20
ROUTES 7 & 8	PAY BY	SHUT OFF
Bill Date	5pm To Avoid Late Fee	AT 8 A.M. IF UNPAID
2/8	3/10	4/11
4/12	5/12	6/13
6/7	7/7	8/8
8/9	9/8	10/10
10/4	11/3	12/5
12/6	1/5/20	2/6/20



2019 GUIDE TO CITY UTILITIES

Billing & Payment Terms
2019 Rates & Billing Dates
Discount Information

E- Billing
Pay By Phone or Online
Garbage Service Details

Utility Billing

utilitybilling@ci.mlt.wa.us

425-744-6214

Mountlake Terrace Interim City Hall

425-776-1161

6100 219th St SW, Suite 200

Mountlake Terrace, WA 98043

www.cityofmlt.com

Counter Hours: Monday—Friday
8:00am to 5:00pm (Except Holidays)

Public Works

Water/Sewer/Street
Hours: Monday thru Friday
7:00am to 3:30pm

425-670-8264

After Hours Emergency
Dial 911

Billing and Payment Terms

Billing: The City bills bi-monthly for water, sewer and storm water service and payment is due upon receipt. A 30 day grace period is provided, this is the Pay-By date on your bill. Payment must be received at City Hall by the Pay-By date to avoid late penalties.

Late Penalty : Payments received at City Hall after the Pay-By date will result in a penalty of 10% of the total invoice up to a maximum of \$25.00 applied to the account.
Failure to receive the invoice mailed by the city does not prevent late fees from being applied.

Customers are allowed one late fee removal per year by request. We encourage you to create an online account and opt in to E-billing to ensure you receive an invoice.
<http://www.afts.com>

The City's Check/Payment Return Policy: Any payments returned for NSF are charged a \$25.00 returned payment fee. The NSF fee and the invoice amount must be paid in full by Cash, Credit or Debit card.

Payment of Delinquent Accounts: Payment must be received at City Hall no later than 5:00pm the day prior to the Disconnect date to assure water services are not disrupted. Failure to pay by this day and time will result in Service Termination and a \$50 Turn Off/Turn On penalty will be applied.

Request for Payment Arrangements: Please submit your request to Utility Billing at least 48 hours prior to your disconnect date. Payment arrangements do not eliminate late fee penalties. Property owners reserve the right to deny tenants payment arrangements.

Billing and Payment Terms

Service Termination for Non-Payment: If the invoice is unpaid by 5pm (Wed) the day prior to the Disconnect Date (Thur) a penalty of \$50 is applied to the account and service is terminated.

To have services restored, the outstanding invoice and the Disconnect penalty of \$50.00 must be paid in full no later than 3:30pm in order to restore service the same day.

Payments after 3:30pm will result in service being restored the next business day.

Acceptable Payment Methods if Disconnected

Pay by Phone: **1-877-651-3860**
Online: (have your account number ready)

Pay Online: <http://www.afts.com>
\$2.00 convenience fee applies to pay by phone and online payments

If you have made payment by phone or online contact Utility Billing and provide your payment confirmation number.

utilitybilling@ci.mlt.wa.us or 425-744-6214

In person: Main Lobby, Interim City Hall
6100 219th St SW, Suite 200
Mountlake Terrace, WA 98043

Tampering With the Meter: Attempts to turn on your own meter if you have been disconnected for non payment will result in an additional penalty of \$200.00 and the meter will be locked.

Damage to the city meter and/or lock will result in an additional \$200.00 penalty plus fees for any damages to the meter or locking device.

Billing and Payment Terms

Tenant Billing & Owner Responsibility: All charges for water, sewer, and storm water remain with the property owner. As a courtesy, we can add a tenant to the account for billing purposes. Owners are required to receive copies of any Late or Disconnect Notices.

The City does not provide final bills in tenant situations, instead the tenant will use the per diem on the current invoice to calculate final charges up to their move out date.

Final Billing: Washington State Law requires Title and Escrow Companies to contact us about utility liens when a property is sold. The city contracts with the Web Check Canopy, Inc. for this service.

Free Online Account through the City website: Set up your online account for free. See charges and payments, view or print bills and manage log in and password information.

<http://www.afts.com>

Payment Drop Boxes at Interim City Hall
Outside: Silver drop box at sidewalk between the disabled parking area.

Inside: In the City Hall lobby
6100 219th St SW, Suite 200
(do not deposit cash in drop boxes)

Pay by Mail with Invoice Stub
PO Box 34858
Seattle, WA 98124-1858

Allow up to 10 business days for mailed checks to be received at City Hall.

Senior Discount and/or Free Garbage Program

The City of Mountlake Terrace offers the following discounts to qualified, directly billed applicants.

- 30% discount on the utility bill & free garbage for low income home owners age 62 and over and *disabled homeowners of any age who reside at their property within Mountlake Terrace city limits.
**must meet federal disability guidelines*
- Free Garbage service for residents (tenants and homeowners) of all ages who are eligible based solely on income.

Applicants are required to apply for each year to continue to receive the discounts.

To be eligible for discounts applicants must use water consistently during the discount period and meet the income guidelines below.

Discount Program Period—2018/2019:
May 1, 2018 to April 30, 2019

Applications for the (2018/2019) program year are available now:

City website: www.cityofmlt.com/162

In person: Interim City Hall located at
6100 219th St SW, Suite 200
Mountlake Terrace, WA 98043

Please contact Utility Billing if you would like us to mail you an application.

Email: utilitybilling@ci.mlt.wa.us
Phone: 425-744-6214

Discount Program period -2019/2020:
May 1, 2019 through April 30, 2020 will be available early March 2019.