

Explanation of Charges

2024 Bi-Monthly Charges (Single Family Home)

Service	Flat Rate	Usage Charge
Water	\$50.41*	1-10: \$6.96 per CCF 11-32: \$8.37 per CCF 32+: \$10.84 per CCF
Sewer	\$88.88*	\$6.22 per CCF
Storm-water	\$57.88*	No Usage Charge

1 CCF = 100 cubic feet = 748 Gallons

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

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 NW

The City of Mountlake Terrace contracts **WMNW** for garbage and recycling services. For health and sanitation reasons, garbage service is **MANDATORY** in the City of Mountlake Terrace.

For service start/stop or other inquiries:
Call 1-800-592-9995

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

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

www.wmnorthwest.com

Free carry out assistance is available for disabled residents. Contact the Utility Billing Department by phone or email. See contact information on the front of this brochure.

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.

Electronic Waste: 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 on how to properly dispose of electronic waste.

Billing Schedule

1st number of your account = Billing Route

Routes 1 & 2		
Bill Date	Payment Due	Disconnection if Unpaid
02/16/24	03/17/24	04/18/24
04/19/24	05/19/24	06/27/24
06/21/24	07/21/24	08/22/24
08/16/24	09/15/24	10/17/24
10/18/24	11/17/24	12/19/24
12/20/24	01/19/25	02/20/25
Routes 3 & 4		
Bill Date	Payment Due	Disconnection if Unpaid
01/05/24	02/04/24	03/07/24
03/01/24	03/31/24	05/02/24
05/03/24	06/02/24	07/11/24
07/05/24	08/04/24	09/05/24
09/06/24	10/06/24	11/07/24
11/01/24	12/01/24	01/09/25
Routes 5 & 6		
Bill Date	Payment Due	Disconnection if Unpaid
01/19/24	02/18/24	03/21/24
03/15/24	04/14/24	05/16/24
05/17/24	06/16/24	07/18/24
07/19/24	08/18/24	09/19/24
09/20/24	10/20/24	11/21/24
11/15/24	12/15/24	01/16/25
Routes 7 & 8		
Bill Date	Payment Due	Disconnection if Unpaid
02/02/24	03/03/24	04/04/24
04/05/24	05/05/24	06/06/24
06/07/24	07/07/24	08/08/24
08/02/24	09/01/24	10/03/24
10/04/24	11/03/24	12/05/24
12/06/24	01/05/25	02/06/25



2024 Guide To Your City Utility Bill

Water, Sewer, & Stormwater

- Helpful Information On...**
- Billing & Payment Terms
 - 2024 Rates & Billing Dates
 - Discount Information
 - Electronic Billing
 - Pay By Phone or Online
 - Garbage Service Details

Utility Billing

utilitybilling@mltwa.gov | 425-744-6214

Mountlake Terrace City Hall
www.cityofmlt.com | 425-776-1161

23204 58th Ave W
Mountlake Terrace, WA 98043

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

Public Works

425-670-8264

Water, Sewer, Street
Hours: Monday—Friday
7:00am to 3:30pm (Except Holidays)

For After Hours Emergency
Dial 911

Billing and Payment Terms

Billing: The city bills bi-monthly for water, sewer, and stormwater services. 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, with a maximum of \$25, 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.

Check/Payment Return Policy: Any returned payments are charged a \$25 returned payment fee. The fee and the invoice amount must be paid in full by cash, credit or debit card. If two returned payments are received in a one year period all future payments must be made in cash. After one year the account holder may contact the City for a review of the account. If all payments have been made by the due date the account will no longer be cash only.

Payment of Delinquent Accounts: Payment must be received at City Hall no later than 5:00pm the day prior to the Disconnection 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 disconnection date. Payment arrangements do not eliminate late fee penalties. Property owners reserve the right to not allow payment arrangements by tenants on the utility account.

Billing and Payment Terms

Service Termination for Non-Payment: If the invoice is unpaid by 5pm (Wednesday) the day prior to the Disconnect Date (Thursday) 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 must be paid in full no later than 3:00pm in order to restore service the same day.

Payments after 3:00pm will result in service being restored the next business day.

Acceptable Payment Methods if Disconnected:

Have your Account Number and Customer ID ready.

Pay by Phone: **866-240-1810**

Online: invoicecloud.com/TheCityofMLT

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

Email: utilitybilling@mltwa.gov

Phone: 425-744-6214

In person: Main Lobby, City Hall
23204 58th Ave W
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 and the meter will be locked.

Damage to the city meter and/or lock will result in an additional \$200 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 Disconnection Notices.

The city provides final payment information to the tenant and owner upon a tenants move out.

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.

Manage Your Bill Online - Set Up AutoPay!
Register to manage your utility bill online by going to
www.invoicecloud.com/TheCityofMLT

Paying by Check:

Payment Drop Box at City Hall

Located Outside, a black drop box at curb to the left of the front doors as you face the building

Pay by Mail with Invoice Stub

City of Mountlake Terrace
PO Box 3694
Seattle, WA 98124-3694

Please allow up to 10 business days for mailed checks to be applied to your account.

Cash payments can be made in person at City Hall. Location and office hours can be found on the front of this brochure.

Discount Program

The City of Mountlake Terrace offers a 30% discount on the city utility bill and free garbage service to all residents with a city utility account who fall under the income limit.

Applicants are required to apply each year to maintain their status as a discount customer.

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

Discount Program Year: May 1—April 30

Applications for the 2023-2024 program year are available now:

Online: www.cityofmlt.com/UB and click the “Helpful Forms and Information” icon

In person: City Hall - 23204 58th Ave W
Mountlake Terrace, WA 98043

Please contact Utility Billing if you would like us to send you an application by mail or email.

Email: utilitybilling@mltwa.gov

Phone: 425-744-6214

2024-2025 Program Year:

Applications for the new program year will be available March of 2024 and mailed to existing recipients.