

Explanation of Utility Charges

2021 Bi-Monthly Charges (Single Family Home)		
Service	Flat Rate	Usage Charge (per 100 cu. ft)
Water	\$41.66	1-1000: \$5.75 per CCF 1001-3200: \$6.92 per CCF 3200+: \$8.96 per CCF
Sewer	\$64.13	\$4.49 per CCF
Stormwater	\$49.12	No Usage Charge

*The flat rate will always be charged, regardless of usage.
100 cubic feet = 748 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 **WMNW** for garbage and recycling services. For health and sanitation reasons, garbage service is MANDATORY in the City of Mountlake Terrace.

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 at utilitybilling@mltwa.gov or call us at 425-744-6214 to set up this service.

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.

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
2/19/2021	3/21/2021	4/22/2021
4/16/2021	5/16/2021	6/17/2021
6/18/2021	7/18/2021	8/19/2021
8/20/2021	9/19/2021	10/21/2021
10/15/2021	11/14/2021	12/16/2021
12/17/2021	1/16/2022	2/17/2022
Routes 3 & 4		
Bill Date	Payment Due	Disconnection if Unpaid
1/8/2021	2/7/2021	3/11/2021
3/5/2021	4/4/2021	5/6/2021
5/7/2021	6/6/2021	7/8/2021
7/2/2021	8/1/2021	9/2/2021
9/3/2021	10/3/2021	11/4/2021
11/5/2021	12/5/2021	1/6/2022
Routes 5 & 6		
Bill Date	Payment Due	Disconnection if Unpaid
1/22/2021	2/21/2021	3/25/2021
3/19/2021	4/18/2021	5/20/2021
5/21/2021	6/20/2021	7/22/2021
7/16/2021	8/15/2021	9/16/2021
9/17/2021	10/17/2021	11/18/2021
11/19/2021	12/19/2021	1/20/2022
Routes 7 & 8		
Bill Date	Payment Due	Disconnection if Unpaid
2/5/2021	3/7/2021	4/8/2021
4/2/2021	5/2/2021	6/3/2021
6/4/2021	7/4/2021	8/5/2021
8/6/2021	9/5/2021	10/7/2021
10/1/2021	10/31/2021	12/2/2021
12/3/2021	1/2/2022	2/3/2022



2021 Guide

To Your City Utility Bill

Water, Sewer, & Stormwater

Helpful Information On...

- Billing & Payment Terms
- 2021 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 Interim City Hall
www.cityofmlt.com | 425-776-1161

6100 219th St SW, Suite 200
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 up to 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. We encourage you to create an online account and opt in to E-billing to ensure you receive an invoice: cityofmlt.afts.com

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.

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 ready

Pay by Phone: **1-877-651-3860**

Online: cityofmlt.com/162

There is a \$2 convenience fee when paying by phone or online

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, 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 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 Utility Bill Online For Free!

Set up your online account for free! To see charges, payments, view or print bills, and manage log in and password information, go online to: cityofmlt.afts.com

Paying by Check:

Payment Drop Boxes at Interim City Hall

- Outside: Silver drop box at sidewalk near the accessible parking area
- Inside: City Hall lobby, Suite 200

Pay by Mail with Invoice Stub

PO Box 34858
Seattle, WA 98124-1858

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 the following discounts to qualified, directly billed applicants:

- 30% discount on the utility bill & free garbage for low income homeowners 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 each year to continue to receive any discount.

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

2020-2021 Discount Program:
May 1, 2020 to April 30, 2021

Applications for the (2020-2021) program year are available now:

Online: 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@mltwa.gov

Phone: 425-744-6214

2021-2022 Discount Program:
May 1, 2021 through April 30, 2022 will be available in early March 2021.