

Topic: Discontinuation of Mailing Statements for Residential Accounts to Tenants

Effective Date: 6/15/2022

1. Utility Billing (UB) will no longer mail utility statements to residential tenants or account custodians. New residential accounts shall be in the name of, and sent to, the property owner.
2. By law, property owners are responsible for all utility charges related to their property.
3. On behalf of the property owner, a third party may pay an account's charges. Examples of third parties include: property management companies, tenants, relatives, financial institutions, escrow agents, trusts, non-profit organizations, and public agencies. Third-party payments shall include the account number.
4. Third-party payers shall obtain account numbers/CIDs from the property owner, not UB.
5. Existing tenant arrangements on file may remain in effect until a change in tenancy occurs.
6. With proper notification to the tenant and property owner, UB may discontinue an existing tenant account in instances when there is evidential history of non-payment, lack of a payment plan or adherence to payment terms, reoccurring notices of water shut-off, etc.
7. This administrative policy/procedure is consistent with the provisions of the Lynnwood Municipal Code, in the interest of the public's health, safety, and welfare, and necessary for effective, orderly, and equitable delivery of services.

Corbitt Loch, Finance, June 15, 2022