November 12, 2021 IMPORTANT INFORMATION ABOUT YOUR UTILITY ACCOUNT

<billing first name><billing last name> Utility Account No. <account>

<billing number><billing street><billing unit>

<billing city><billing state><billing zip>

**City of Lynnwood Utilities – past due NOTICE**

Dear City of Lynnwood Utility Customer:

COVID-19 brought financial hardship to many of the City’s utility customers. We are writing to our customers with an unpaid account balance to share information and to remind you that your utility account for water, sewer, and stormwater service at <service number> <service street><service unit> has a past-due balance of **$<due amount>**. Payment is required. If you have recently paid the entire balance on this account, please disregard this notification.

*FYI: The installation of “smart” water meters throughout the City has caused delays in the normal billing schedule. We expect to be back on the regular schedule later this month.*

Governor Inslee’s moratorium on water shut-offs and utility penalty late fees expired on September 30, 2021. It is important that the City receive payment for the utility services provided to your home/business. Unpaid utility bills could lead to higher-than-normal rate increases in the future. Soon, the City will resume the normal practice of water shut-offs and/or imposing penalty fees or property liens. It is now time for you make full payment or apply for a payment plan, which can help you eliminate your past-due balance and avoid water shut-offs and/or other enforcement measures. An application for a payment plan is enclosed. See the next page for more information. 🡆

English: This important letter regarding your water and sewer utility is available in other languages at the internet address below.

Spanish: Esta importante carta con respecto a su servicio de agua y alcantarillado está disponible en otros idiomas en la dirección de Internet a continuación.

Korean: 귀하의 물 및 하수도 유틸리티에 관한 이 중요한 편지는 아래 인터넷 주소에서 다른 언어로 제공됩니다.

Arabic: هذه الرسالة الهامة المتعلقة بالماء والصرف الصحي الخاص بك متاحة بلغات أخرى في عنوان الإنترنت أدناه.

Filipino: Ang mahalagang liham na ito hinggil sa iyong tubig at panahi utility ay makukuha sa iba pang mga wika sa internet address sa ibaba.

Russian: Это важное письмо, касающееся вашей канализации и канализации, доступно на других языках по интернет-адресу ниже.

Hindi: आपके पानी और सीवर उपयोगिता के बारे में यह महत्वपूर्ण पत्र नीचे इंटरनेट पते पर अन्य भाषाओं में उपलब्ध है।

https://www.lynnwoodwa.gov/Government/Departments/Finance/Finance/Utility-Billing

**City of Lynnwood Utilities (water, sanitary sewer & stormwater)**

* Your account has a past due balance. Payment of all current and past-due utility charges is required. The City encourages customers to make regular payments to reduce or eliminate outstanding account balances. Payments can be made using the City’s website, by telephone, mail, or the payment drop box at City Hall (see below). Due to the COVID-19 pandemic, City offices are currently closed to the public.
* The City has created a payment plan to help residential customers pay-down their past-due balance. With a payment plan in place, the City will not impose late fees, turn off your water, or place a property lien at the service location.
* **Financial assistance with utilities and rent/mortgage is available for qualifying low-income households. Financial assistance to local businesses may be available. Call 2-1-1 for information.**
* The City offers reduced rates and rebates on utility charges for qualifying low-income households. There are four programs available to you. The reduced rates and rebates apply to new charges only. Additional information and the application form are available on the City’s website (see below).
* Unless full payment is made or a voluntary payment plan is established, the City may take additional steps to ensure payment. For example, the City may: 1. impose late fees; 2. discontinue water service (shut-off); 3. create a utility lien on the property; and 4. refer the account to a collection agency. When water shut-off occurs, the property cannot be considered to be sanitary and occupiable. The City is hopeful customers will make payments and that these collection measures will not be needed.

Please make utility payments so that your past-due balance is minimized or eliminated. We look forward to continuing to serve you.

**CITY OF LYNNWOOD UTILITY CONTACT INFORMATION**

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| City of Lynnwood | General account information: | 425-670-5170 |
| Utility Billing Team |  | ub@Lynnwoodwa.gov |
|  | Reduced rates & rebates: | 425-670-5164 |
|  |  | ubdiscounts@Lynnwoodwa.gov |
|  | Pay online. Search “utility billing” on City website | www.Lynnwoodwa.gov |
| Telephone cashier | Pay by telephone: | 425-670-5000 |

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| --- | --- | --- |
| Financial assistance & other social services | Telephone: | 2-1-1 or 800-223-8145 |

**AVOID LATE FEES, WATER SHUT-OFFS, LIENS – PAY ALL CITY OF LYNNWOOD UTILITY CHARGES OR SIGN UP FOR A PAYMENT PLAN.**

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