

June 15, 2022

**IMPORTANT INFORMATION ABOUT YOUR UTILITY ACCOUNT**

&lt;Cust\_Name&gt;

&lt;Cust\_Name2&gt;

&lt;Cust\_Addr1&gt; &lt;Cust\_Addr2&gt;

&lt;Cust\_City&gt;&lt;Cust\_State&gt;&lt;Cust\_Zip&gt;

Utility Account: &lt;Account&gt;

Service Address: &lt;Loc\_Num&gt; &lt;Loc\_Street&gt; &lt;Loc\_Post&gt; &lt;Loc\_Apt&gt;

**Total Amount Due: \$<TOTAL DUE>****CITY OF LYNNWOOD UTILITIES – RESUMING LATE FEES, SHUT-OFFS, LIENS**

Beginning July 1, 2022, the City of Lynnwood will resume regular collection practices when utility charges are not paid, including penalty late fees, discontinuing water service (water shut-off), and property liens. Lynnwood has allowed an extended grace period to help our customers. That grace period is ending soon. Our records indicate your utility account has an unpaid balance. See “**Total Amount Due**”, above. This total includes current charges (which are not past due) and past-due charges. Please pay your past-due account balance and avoid the possibility of any of the following measures happening to you.

- ◆ A 10% penalty late fee will be added to utility charges not paid within 35 days following the bill date.
- ◆ Your water service may be shut off if utility charges are not paid. A separate notice will be sent before shut-off occurs.
- ◆ A property lien may be placed upon your property for unpaid utility charges.

**Unable to pay your utility charges in full? Assistance is available-**

- Lynnwood offers a convenient payment plan that allows residential customers to avoid late fees, water shutoff, and liens. The application is available at [www.Lynnwoodwa.gov/UB](http://www.Lynnwoodwa.gov/UB) and is enclosed.
- Snohomish County offers financial assistance for qualifying low-income households (email [Thomas.SWynne@co.snohomish.wa.us](mailto:Thomas.SWynne@co.snohomish.wa.us))
- Lynnwood offers special rates and rebates for qualifying low-income households. ([www.Lynnwoodwa.gov/UB](http://www.Lynnwoodwa.gov/UB)). However, special rates do not apply to existing charges.
- Other financial assistance may be available for qualifying low-income households. Visit [www.wa211.org](http://www.wa211.org) or call 2-1-1 to learn more.

**Ways to Pay your City of Lynnwood Utility Bill:** Lynnwood offers many options for paying your utility charges. For more information, refer to your utility statement or visit the City of Lynnwood website ([www.Lynnwoodwa.gov/UB](http://www.Lynnwoodwa.gov/UB)).

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

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

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

Thư quan trọng này liên quan đến tiện ích cấp thoát nước và cấp nước của bạn có sẵn bằng các ngôn ngữ khác tại địa chỉ internet bên dưới.

[www.LynnwoodWA.gov/UB](http://www.LynnwoodWA.gov/UB)

Note: Utility Billing staff are working to keep up with customer calls and emails. If you need to contact us, email is recommended. Your patience is appreciated. Your calls and emails are important to us.

## Request for Utility Payment Plan - City of Lynnwood Utilities

Residential customers with a past-due balance may request a payment plan in order to avoid the 10% late fee, water shutoff, and property liens. Payment Plan Terms require that customers pay all new service charges in full, plus 10% of the past-due account balance. To request a payment plan, complete this form and return to the City of Lynnwood (see below).

Service Street Address: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Information		Property Owner (REQUIRED if different)	
Name		Name	
Street		Street	
City		City	
State / Zip		State / Zip	
Telephone		Telephone	
Email		Email	
Signature		Signature	
Date		Date	

### Payment Plan Terms:

1. Pay new charges for each future, two-month billing period, by the specified due date, and:
2. Every two months pay not less than 10% of the past due account balance by the payment due date for new charges. The customer is responsible for calculating and paying the 10% amount due.
3. While customers comply with Payment Plan Terms 1 and 2, the City of Lynnwood will not impose penalty fees, discontinue service (water shutoff), or impose property liens.
4. If the customer fails to comply with Payment Plan Terms 1 and 2, this payment plan will be become null and void. The City of Lynnwood may impose a 10% penalty fee on the account balance, and may initiate water shutoff, property lien(s), or utilize other means to obtain payment.
5. By applying for a utility payment plan, applicant agrees to Payment Plan Terms.

Return this completed application to the City of Lynnwood:

Mailing address: Utility Billing, 19100 44<sup>th</sup> Ave W, Lynnwood, WA 98036

**DO NOT USE RETURN ENVELOPE PROVIDED WITH STATEMENT (NOT CITY ADDRESS)**

Email: [ub@Lynnwoodwa.gov](mailto:ub@Lynnwoodwa.gov)

Hand delivery: Utility Drop Box at Lynnwood City Hall (parking lot, across from entrance)

Financial assistance for qualifying low-income households: [www.wa211.org](http://www.wa211.org) or call 2-1-1

Lynnwood offers special rates and rebates for qualifying low-income households: 425-670-5164

For Staff Use:		For Staff Use:	
Application received (date)		Current billing charge	\$
Application processed (date)		Past-due balance	\$
Processed by (staff)		Total account balance	\$
Approved (Yes/No)		10% past-due balance	\$

11/5/2021