

**Billing and Payment Terms-**

Every other month we bill you for water, sewer, and storm water service. **Please make payment upon receipt of the bill.** If left unpaid 21 days after bill date, a reminder notice will be sent to you. For rental property, a copy will be sent to the owner or property manager. Failure to receive a billing mailed by the City does not prevent a reminder notice.

**Pay by Phone-**

Pay by phone M-F 8:30 am to 4:00 pm at 425-670-5000. Select "0" for a cashier. Please have your account number ready. No Fee.

**Payment Drop Box at City Hall-**

No envelope necessary. Just add account & phone # to check. Drop box is across the parking lot from the main door for City Hall. No Cash in Dropbox Please.

**MAIL PAYMENT-**

**WITH BILLING STUB-**

City of Lynnwood PO Box 24164  
Seattle, WA 98124-0164

**WITHOUT BILLING STUB OR CORRESPONDENCE-**

City of Lynnwood 19100 44th Ave W  
Lynnwood, WA 98036

**Electronic Payment -Lynnwood Self-Serve GO GREEN! With Online Payments & Paperless**

**Billing** - Available for One Time Pay & Auto Payments, Credit or Debit Card. See details and instructions at [www.lynnwoodwa.gov](http://www.lynnwoodwa.gov). Select paperless billing when you sign-up. Lynnwood Self-Serve allows you to pay, review and reprint all your bills. Remember to stop auto payments if you are no longer responsible for charges.

**Online Payments Through Your Bank-**

Some banks *mail* payments to us. Please allow extra time for us to receive your payment.

**Pay upon receipt of your bill to avoid notices.**

**The City of Lynnwood is not affiliated with any 3rd Party Payers.**

2020 Bi-Monthly Charges Single Family Residential Property			
Service	Base*	Usage Charge per 100 Cu. Ft.	
Water	52.23	0-10	No Usage Charge
		11-40	3.00
		>40	4.51
Sewer	95.86	0-20	No Usage Charge
		>20	3.91
Storm Water	27.03	Flat Fee	

\* The base rate will always be charged regardless of usage. Minimum bill for SFR is \$185.62. 100 cubic feet equals 748 gallons.

**Rate Changes-**

The bi-monthly rate will be in effect and assessed for all billings issued on or after January 1st of each year, regardless of when the water is used. See [www.lynnwoodwa.gov](http://www.lynnwoodwa.gov) for rate details. LMC 3345.

**City Hall Access-**

At the time of printing we are closed to the public due to the Corona Virus. Updates:[www.lynnwoodwa.gov](http://www.lynnwoodwa.gov).

**Corona Virus and Your Utility Bill-**

The City of Lynnwood wants to meet the needs of all our customers. During the state of emergency, we will not be shutting off any customer's water due to lack of payment. We encourage you to continue to make payments to avoid falling behind. We will work with customers to set up payment plans or access available emergency financial assistance.

**Utility Billing Dates 2020-See bill for Route #**

ROUTE 1		
Bill Date	Due	Reminder
1/2/2020	1/16/2020	1/23/2020
3/5/2020	3/19/2020	3/26/2020
4/30/2020	5/14/2020	5/21/2020
7/2/2020	7/16/2020	7/23/2020
9/3/2020	9/17/2020	9/24/2020
10/29/2020	11/12/2020	11/19/2020
ROUTE 2		
Bill Date	Due	Reminder
1/9/2020	1/23/2020	1/30/2020
3/12/2020	3/26/2020	4/2/2020
5/7/2020	5/21/2020	5/28/2020
7/16/2020	7/30/2020	8/6/2020
9/10/2020	9/24/2020	10/1/2020
11/5/2020	11/19/2020	11/26/2020
ROUTE 3		
Bill Date	Due	Reminder
1/16/2020	1/30/2020	2/6/2020
3/19/2020	4/2/2020	4/9/2020
5/14/2020	5/28/2020	6/4/2020
7/23/2020	8/6/2020	8/13/2020
9/17/2020	10/1/2020	10/8/2020
11/12/2020	11/26/2020	12/3/2020
ROUTE 4		
Bill Date	Due	Reminder
1/23/2020	2/6/2020	2/13/2020
3/26/2020	4/9/2020	4/16/2020
5/21/2020	6/4/2020	6/11/2020
7/30/2020	8/13/2020	8/20/2020
9/24/2020	10/8/2020	10/15/2020
11/19/2020	12/3/2020	12/10/2020

ROUTE 5		
Bill Date	Due	Reminder
2/6/2020	2/20/2020	2/27/2020
4/2/2020	4/16/2020	4/23/2020
6/4/2020	6/18/2020	6/25/2020
8/6/2020	8/20/2020	8/27/2020
10/1/2020	10/15/2020	10/22/2020
11/26/2020	12/10/2020	12/17/2020
ROUTE 6		
Bill Date	Due	Reminder
2/13/2020	2/27/2020	3/5/2020
4/9/2020	4/23/2020	4/30/2020
6/11/2020	6/25/2020	7/2/2020
8/13/2020	8/27/2020	9/3/2020
10/8/2020	10/22/2020	10/29/2020
12/10/2020	12/24/2020	12/31/2020
ROUTE 7		
Bill Date	Due	Reminder
2/20/2020	3/5/2020	3/12/2020
4/16/2020	4/30/2020	5/7/2020
6/18/2020	7/2/2020	7/9/2020
8/20/2020	9/3/2020	9/10/2020
10/15/2020	10/29/2020	11/5/2020
12/17/2020	12/31/2020	1/7/2021
ROUTE 8		
Bill Date	Due	Reminder
2/27/2020	3/12/2020	3/19/2020
4/23/2020	5/7/2020	5/14/2020
6/25/2020	7/9/2020	7/16/2020
8/27/2020	9/10/2020	9/17/2020
10/22/2020	11/5/2020	11/12/2020
12/24/2020	1/7/2021	1/14/2021

### Contacting Us by E-mail or Phone-

We encourage you to use e-mail whenever possible as our phones are extremely busy. Make sure we have your e-mail address by sending an e-mail to [ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov). E-mail allows us to respond to you quickly and provide you with a more expedient method of contacting us. If you leave a voicemail for us please leave your name, account # or address, phone and e-mail. We will, if possible, respond via e-mail.

### Updating Accounts-

To bill you properly and efficiently, we need to keep account information current. Any time you change your phone, e-mail or move please contact us at [ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov).

### Water Meter Reminder-

Water meters are the property of the City. Do not tamper with the meter or the meter shut off valve. Property owners are responsible for maintenance and repair of the service connection from the City's meter to the point of use.

Each property should have its own shut-off valve. If you do not have or cannot find your shut-off valve and need to make repairs, please call us at 425-670-5170. The City will stop service at the meter and start service again (before 3:30 pm or the next business day) when repairs are done. We read your water meter approximately one week before billing, around the same date each time, depending weekends and holidays.

### Final Billing-Web Check Utility Lien Service

Washington State Law requires title and escrow companies to contact us about utility liens when a property is sold. The City contracts with Web Check Canopy, Inc. for this service.

### Reduced Rates-Apply Any Time of Year-

The City offers reduced rates to those who are:

- Property Tax Exempt through Snohomish County (425-388-3540). Once approved by Snohomish County you can then apply for City of Lynnwood Reduced Rates.
- Receiving TANF or SNAP through the State of Washington (1-888-436-6392). Once approved for either of these Washington State Assistance Programs you can apply for City of Lynnwood Reduced Rates.
- Reduced Rates start with the first full billing after you are approved and are not retroactive.
- *Renewals accepted annually October 1 to December 31.* Reduced Rates expire after your last bill of the year without a renewal application and required documents. (See billing schedule within.)

### Rebates-Apply Within the Open Dates Shown Only-

The City offers rebates on City Utilities to those who:

- Have children approved for Free/Reduced Lunch through the Edmonds School District. *City Apply with city each year 9/1 to 10/31 only.*
- Are low income and 61+ or Disabled. *New applications with documents accepted 7/1 to 8/31 only. Submit renewal applications with required documents 6/1 to 8/31 only each year.*
- Are property tax exempt through Snohomish County, occupy a multiple or mobile unit property where the City provides the service, but are not directly billed by the City. *Applications accepted by City 10/1 to 11/1 each year.* To apply for Property Tax Exemption through Snohomish County call 425-388-3540.
- New city application required each year.

### Applications and Program Details-

City Website: [www.lynnwoodwa.gov](http://www.lynnwoodwa.gov)

E-mail: [ubdiscounts@lynnwoodwa.gov](mailto:ubdiscounts@lynnwoodwa.gov)

Phone: 425-670-5164

We do not routinely mail reminders or renewal notices for any reduced rate or rebate program.



**LYNNWOOD**  
WASHINGTON

## **YOUR GUIDE TO CITY UTILITIES 2020**

Billing Dates  
Payment Options  
Reduced Rates & Rebates  
Lynnwood Self-Serve  
Electronic Billing  
Community Assistance

Utility Billing  
425-670-5170  
M-F 8:30 am - 4:00 pm  
[ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov)

Reduced Rates/Rebates  
425-670-5164  
[ubdiscounts@lynnwoodwa.gov](mailto:ubdiscounts@lynnwoodwa.gov)

Public Works  
425-670-5200  
M-F 7am-3:30 pm  
425-329-6205 After Hours

Lynnwood City Hall  
425-670-5000  
19100 44th Ave. W.  
Counter Hours: Monday – Friday  
8:30 a.m. to 5:00 p.m.  
(Except Holidays)  
[www.lynnwoodwa.gov](http://www.lynnwoodwa.gov)

### Payment Arrangements-

Requests for payment arrangement form can be found on our website and sent to [ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov) (include your account # in the subject line of the e-mail) or request by phone at 425-670-5170. Payment arrangements will not eliminate any notices. Property owners have the right to request no arrangements for their rental property.

Repaired a leak? We have a form on our website-  
[www.lynnwoodwa.gov](http://www.lynnwoodwa.gov). To request a leak adjustment, you must submit a "Leak Adjustment Repair Form" to Utility Billing at [ub@lynnwoodwa.gov](mailto:ub@lynnwoodwa.gov) or call us at 425-670-5170.

### Tenant Billing-

The City bills tenants as a courtesy to the owner. Property owner or manager must complete a "Rental Status Application" which can be found at [www.lynnwoodwa.gov](http://www.lynnwoodwa.gov). The property owner is still legally responsible for all charges, which can be a lien on the property. **We do not provide final bills in a tenant situation.** Tenant and property owner will need to use the average cost per day on the most recent bill to determine charges for each party.

### Other Contact Phone Numbers -

Garbage Service:  
East of Hwy 99 Waste Management 1-800-9995 or 425-481-1100  
West of Hwy 99 Republic Services 425-778-0188

Electricity: PUD 425-783-1000

Gas: Puget Sound Energy 1-888-225-5773

211: 2-1-1 is a free confidential community service that can help with services you need, from utility assistance, food, housing, health, childcare, after school programs, elder care, crisis intervention and much more.