

**LYNNWOOD
CITY COUNCIL
Finance Committee**

Date: Thursday, March 25, 2021

Time: 3:00 PM

**Place: This meeting will be held electronically via
Zoom. See the City of Lynnwood website for
details.**

3:00 PM A Discussion- Amendment of Utility Payment Rules

Adjourn

Memorandums for Future Agenda Items:

Memorandums for Your Information:

Contact: Council Office (425) 670-5011

CITY COUNCIL ITEM A

**CITY OF LYNNWOOD
City Clerk**

TITLE: Discussion- Amendment of Utility Payment Rules

DEPARTMENT CONTACT: Corbitt Loch, Acting Finance Director

SUMMARY:

See attached memo and attachments for discussion.

DOCUMENT ATTACHMENTS

Description:	Type:
Utility Payment Rules Memo	Backup Material
Community support resources	Backup Material
Sample Utility Accounts	Backup Material
Utility AR Aging	Backup Material
UB Payment amendments	Backup Material

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Date: March 18, 2021
To: Finance Committee
From: Corbitt Loch, Acting Finance Director
RE: UTILITY PAYMENT RULES - UPDATE

Summary:

The purpose of this agenda item is to allow for discussion of potential changes to the City’s rules for payment of utility charges. The intent is to discuss concepts and alternatives so that the Committee can provide guidance to staff. This discussion applies only to City-owned utilities (water, sewer, and stormwater). This work is not related to determining utility rates and is instead a focus on when and how utility charges must be paid. At the appropriate time, staff will prepare a draft ordinance for the City Council’s consideration.

The COVID-19 pandemic has brought utility charges and collection of past-due charges to the forefront. It is unknown what future steps Governor Inslee may take regarding utilities. Staff intends to adjust Lynnwood’s payment rules so that they address the needs of financially challenged customers (residential and commercial) while also protecting the City’s financial well-being.

Overall, this work is being done with the presumption that all special/emergency COVID rules have been discontinued. Guidance from the Committee will help determine whether special rules will be needed during COVID recovery, or whether amendments implemented now will be suitable during the recovery period and indefinitely thereafter. There are many complexities and nuances surrounding this seemingly straight-forward issue. Staff will provide additional information during the March 25 meeting.

Attachments:

- 1. Potential code changes for discussion and example payment plan
- 2. Sample delinquent utility accounts
- 3. Community support resources
- 4. Utility payment aging report

Foundational Issues:

- A. For water utility charges, the City is limited to use of liens and/or shut-offs for four months of past-due charges.
- B. For sewer and stormwater charges, the City is limited to use of liens for one year of past-due charges.
- C. Bimonthly, the City issues a single statement for all three City-owned utilities (water, sewer, and storm). The Lynnwood Municipal Code (LMC) specifies that payments be applied in the following sequence: 1. Penalties; 2. Interest; 3. surface water charges; 4. sewer charges; and 5. water charges.

FINANCIAL AID	PHONE NO.
LYNNWOOD FOOD BANK	425.745.1635
CONSUMER CREDIT COUNSELING	800.634.2227
DEPT. OF SOC. & HEALTH SERVICES (TANF, FOOD STAMPS, MEDICAL COUPONS)	425.673.3000
HELPLINE - NORTH SOUND 211 (VOLUNTEERS OF AMERICA)- (RENT OR UTILITY ASSISTANCE AND MORE)	800.223.8145
MOUNTLAKE TERRACE FOOD BANK (GAS VOUCHERS AND FOOD)	425.778.7227
PATHWAYS FOR WOMEN YWCA (FINANCIAL ASSISTANCE WITH RENT/UTILITIES)	425.252.4103
SAINT VINCENT DEPAUL (UTILITIES)	425.355.3504
SALVATION ARMY (BUS FARE, RENT, UTILITY ASSISTANCE - GAS ONLY)	425.259.8129
SHARING SECURITY (WWW.SHARINGSECURITY.ORG)	425.605.4257
SHARING SECURITY (WWW.SHARINGSECURITY.ORG)	866.605.6553
SNOHOMISH COUNTY ENERGY ASSIST (SEASONAL FUNDING ONLY)	425.259.5185
TRAVELER'S AID (RENT/METRO BUS)	800.273.8969
VOLUNTEERS OF AMERICA (RENT, CHILD CARE, TUITION FOR PARENTS)	425.259.3191
WASHINGTON TELEPHONE ASSISTANCE (CONTACT LOCAL PHONE COMPANY)	-----
WASHINGTON WOMEN IN NEED (FINANCIAL ASSISTANCE FOR COUNSELING, MEDICAL INSURANCE AND TUITION)	425.259.3191
WESTGATE CHAPEL (LIMITED FINANCIAL HELP FOR BASIC NEEDS)	425.775.2776

FOOD BANKS / FOOD PROGRAMS	PHONE NO.
EDMONDS FOOD BANK (TUES 9:30 - 12:00)	425.778.5833
828 CASPERS, EDMONDS/EMERGENCIES ONLY	
EVERETT/SALVATION ARMY FOOD BANK (MON-TH. 9:00 - 11:30 - COUPLES & SINGLES W/O KIDS)	425.259.8129
2525 RUCKER AVE, EVERETT	
EVERETT GOSPEL MISSION (HOT MEALS S/V'D 6-6:30, 12-1, & 3:45-4:15)	425.252.4776
3711 SMITH AVE, EVERETT	
LYNNWOOD FOOD BANK (NEED PROOF OF RESIDENCY)	425.745.1635
5326 176TH ST SW, LYNNWOOD	
MOUTLAKE TERRACE FOOD BANK (EVERY TUES. 10-11:30, 5-6 BY APPT)	425.778.7227
4700 228TH ST SW, MLT	
SAINT VINCENT DEPAUL (EMERGENCY FOOD VOUCHERS)	425.355.3505
WIC (FOOD ASSISTANCE PROGRAM FOR PREGNANT WOMEN & YOUNG CHILDREN)	425.252.6491

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EMERGENCY SHELTER	PHONE NO.
AMERICAN RED CROSS (1 OR 2 PARENT FAMILIES)	425.252.4103
AVANTI HOUSE (PREGNANCY/PARENTING AGES 16-20)	425.347.6556
CENTER FOR BATTERED WOMEN (CONFIDENTIAL, SAFE SHELTER)	425.252.2873
CENTURY HOUSE (FOR PREGNANT WOMEN AGE 18+)	425.347.6556
COCOON HOUSE (AGES 13-18 DAY/NIGHT SHELTER)	800.259.6042
EVERET GOSPEL MISSION (MEN ONLY)	425.252.4776
FRIENDS OF YOUTH (SHELTER FOR TEENS AGES 11-17)	206.236.5437
FRIENDSHIP HOUSE (SINGLES, WOMEN WITH CHILDREN)	360.366.2418
KIWANIS HOUSE (PREGNANT TEENS 14-18)	425.712.8463
MATTHEW HOUSE (FAMILIES OF INMATES AT MONROE REFORMATORY)	360.794.8720
MULTI SERVICE CENTER (MOTEL COUVHER FOR FAMILIES)	425.485.6521
PATHWAYS FOR WOMEN YWCA (SINGLE WOMEN WITH CHILDREN)	425.774.9843
SPECIAL DELIVERY MINISTRIES (PREGNANT WOMEN ONLY)	425.485.3582
ST. VINCENT DEPAUL (MOTEL VOUCHERS FOR FAMILIES)	425.259.3505
SALVATION ARMY (MOTEL VOUCHERS FOR FAMILIES)	425.259.8129
VOLUNTEERS OF AMERICA (MOTEL VOUCHERS FOR FAMILIES)	425.259.3191
WOMEN'S MISSION (WOMEN WITH CHILDREN)	425.252.1206
TEEN HOPE (13-17 YEARS OLD)	206.546.1010



HELP STARTS HERE

DIAL 2-1-1 or 1-800-223-8145

- ★ Rent or Utility Assistance
- ★ Food and Community Meals
- ★ Social Services
- ★ Clothing
- ★ Medical and Dental Resources
- ★ Emergency Shelter/Housing
- ★ Support Groups
- ★ And More...

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AYUDA EMPIEZA AQUI

MARCAR 2-1-1 OR 1-800-223-8145

- ★ Alquiler o Utilidad Asistencia
- ★ Comida Y Comunidad Comidas
- ★ Servicios Sociales
- ★ Ropa
- ★ Recursos Medicos y Dentales
- ★ Refugios de Emergencia
- ★ Grupos de Apoyo
- ★ Y Mas...

GRATIS • CONFIDENTIAL • VIVIR

Sample Delinquent Utility Accounts, For Reference Only

Sample 1. Owner-occupied residential account with the last payment about a year ago.

The screenshot displays a utility billing software interface. At the top, there is a navigation bar with 'HOME' and various tool icons like 'Accept', 'Cancel', 'Search', 'Browse', 'Query Builder', 'Add', 'Update', 'Delete', 'Global+', 'Duplicate', 'Print', 'Text file', 'PDF', 'Excel', 'Word', 'Email', 'Schedule', 'Attach', 'Notify', 'Maplink', 'Alerts', 'History', 'Bill Inc', 'Effect', 'Utilities', 'Contacts Search', and 'Menu'. Below the navigation bar, the account details are organized into several sections:

- Account:** Account number, Parcel, Route 05, District 01, Type 01, Address: LYNNWOOD, WA 98037-0000.
- Billing address:** LYNNWOOD, WA 98037-0000.
- Additional info:** Account start date 01/01/2002, Premise phone, Group billing N.
- CID:** Customer, Name, Relation OWNER, Start date 01/01/2002, Stop date 12/31/9999.
- Recent activity:** Last bill 02/04/2021 (97.01), Last payment 03/12/2020 (130.00), Bill due date 02/18/2021, Projected penalty amount 0.00, Total due on 03/17/2021 (922.46).
- Alerts:** (Empty section)

Below the account details, there are tabs for 'Open Service Orders', 'Contacts', 'Special Conditions', 'Deposits', 'Text', 'Application Fees', and 'Payment Plans'. A sub-menu is open showing 'Summary', 'Account Balance', 'Account History', 'Events', 'Current Billed', and 'Bills'. The 'Account History' tab is selected, showing a table of transactions:

Date	Bill #	Type	Check #	Amount	Interest	Balance
02/04/2021	289078	Charge		97.01	0.00	922.46
11/26/2020	279050	Charge		122.17	0.00	825.45
10/01/2020	268996	Charge		109.45	0.00	703.28
08/06/2020	258982	Charge		112.63	0.00	593.83
06/04/2020	248990	Charge		147.61	0.00	481.20
04/02/2020	238992	Charge		147.61	0.00	333.59
03/13/2020		Penalty		13.02	0.00	185.98
03/12/2020		Payment	*****0947	-130.00	0.00	172.96
03/12/2020		Penalty		35.00	0.00	302.96
02/06/2020	228999	Charge		138.07	0.00	267.96
01/07/2020		Payment	*****3157	-132.94	0.00	129.89
11/21/2019	219016	Charge		129.89	0.00	262.83
10/28/2019		Payment	*****0947	-162.19	0.00	132.94
09/26/2019	209037	Charge		132.94	0.00	295.13
09/06/2019		Penalty		13.98	0.00	162.19
09/04/2019		Payment	*****3157	-126.84	0.00	148.21
08/01/2019	199065	Charge		148.21	0.00	275.05
05/30/2019	189117	Charge		126.84	0.00	126.84

Sample 2. Rental property where renter has made one payment during the past year.

Account		Billing address		Additional info		
Account [REDACTED]		[REDACTED]		Account start date 01/01/2002		
Parcel [REDACTED]		[REDACTED]		Premise phone [REDACTED]		
Route 05 District 01 Type 01		LYNNWOOD, WA 98037		Group billing N		
Address: [REDACTED]		[REDACTED]		[REDACTED]		
LYNNWOOD, WA 98037-0000						
CID		Recent activity		Alerts		
Customer [REDACTED]		Last bill 02/04/2021 256.05				
Name [REDACTED]		Last payment 12/11/2020 200.00				
Relation CUSTOMER		Bill due date 02/18/2021				
Start date 09/28/2016 Stop date 12/31/9999		Projected penalty amount 0.00				
		Total due on 03/17/2021 1690.06				
Open Service Orders Contacts Special Conditions Deposits Text Application Fees Payment Plans						
Summary Account Balance Account History Events Current Billed Bills						
AR category All AR Categories						
<input checked="" type="radio"/> Summary <input type="radio"/> Detail						
Date	Bill #	Type	Check #	Amount	Interest	Balance
02/04/2021	289449	Charge		256.05	0.00	1690.06
12/11/2020		Payment	*****5358	-200.00	0.00	1434.01
11/26/2020	279424	Charge		191.98	0.00	1634.01
10/01/2020	269372	Charge		224.75	0.00	1442.03
08/06/2020	259359	Charge		279.20	0.00	1217.28
06/04/2020	249370	Charge		261.37	0.00	938.08
04/02/2020	239377	Charge		290.67	0.00	676.71
03/13/2020		Penalty		33.28	0.00	386.04
02/06/2020	229385	Charge		352.76	0.00	352.76

Sample 3. Commercial account with no payment since September 2019.

Account		Billing address		Additional info		
Account [REDACTED]		[REDACTED]		Account start date 01/01/2002		
Parcel [REDACTED]		[REDACTED]		Premise phone [REDACTED]		
Route 07 District 01 Type 07		LYNNWOOD, WA 98036		Group billing N		
Address: [REDACTED]		[REDACTED]		[REDACTED]		
LYNNWOOD, WA 98037-0000						
CID		Recent activity		Alerts		
Customer [REDACTED]		Last bill 12/17/2020 787.27				
Name [REDACTED]		Last payment 09/23/2019 1087.09				
Relation OWNER		Bill due date 12/31/2020				
Start date 01/01/2002 Stop date 12/31/9999		Projected penalty amount 0.00				
		Total due on 03/17/2021 9794.80				
Service Orders Contacts Special Conditions Deposits Text Application Fees Payment Plans						
Summary Account Balance Account History Events Current Billed Bills						
AR category All AR Categories						
<input checked="" type="radio"/> Summary <input type="radio"/> Detail						
Date	Bill #	Type	Check #	Amount	Interest	Balance
12/17/2020	280911	Charge		787.27	0.00	9794.80
10/15/2020	270859	Charge		791.91	0.00	9007.53
08/20/2020	260835	Charge		1082.58	0.00	8215.62
06/18/2020	250836	Charge		1508.56	0.00	7133.04
04/16/2020	240838	Charge		1004.59	0.00	5624.48
02/20/2020	230847	Charge		599.24	0.00	4619.89
01/17/2020		Penalty		55.11	0.00	4020.65
12/12/2019	220852	Charge		584.10	0.00	3965.54

Utility Billing Accounts Receivable Aging - Residential
Month End Balances
January 31, 2019 -February 28, 2021

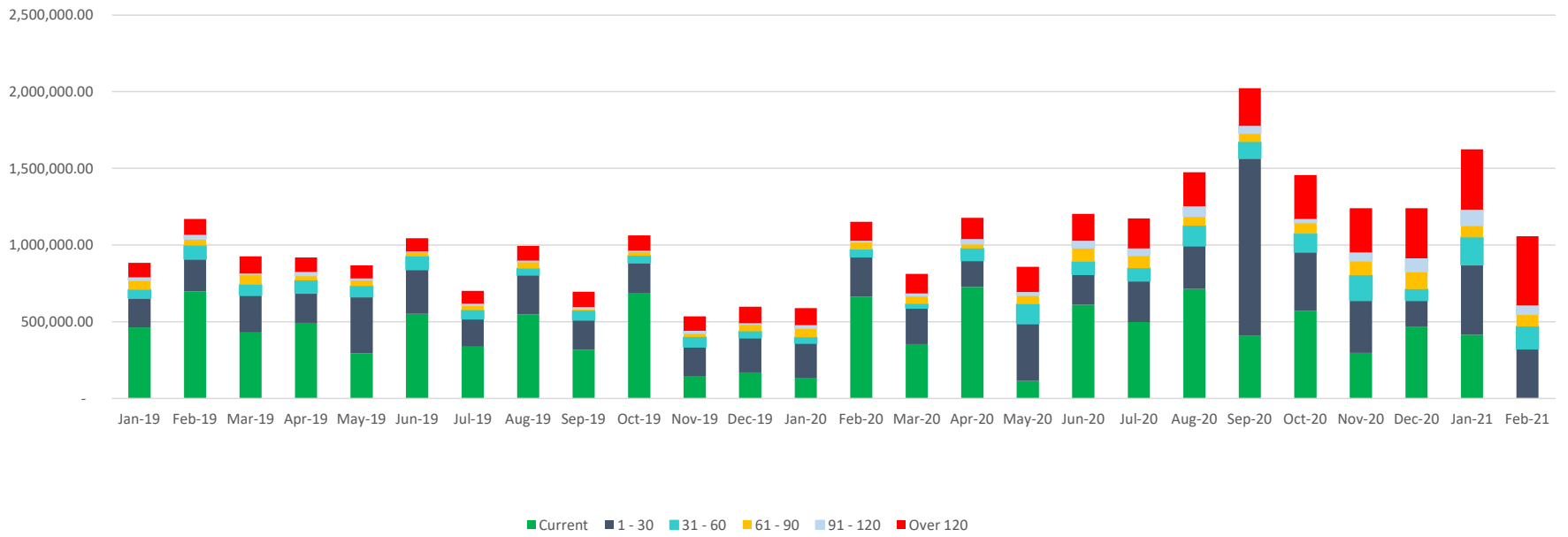
<i>Residential</i>	<u>account type 01-10</u>	Current	1 - 30	31 - 60	61 - 90	91 - 120	Over 120	Total Due	
	Jan-19	463,521.77	189,878.31	55,000.07	60,043.36	20,925.90	93,984.16	883,353.57	January
	Feb-19	697,803.57	210,159.55	88,243.31	41,775.03	27,999.65	103,832.30	1,169,813.41	February
	Mar-19	430,187.91	240,347.88	71,030.90	68,272.89	4,955.23	110,440.87	925,235.68	March
	Apr-19	491,755.70	194,554.81	83,200.96	31,785.37	24,142.06	92,808.09	918,246.99	April
	May-19	293,021.33	368,638.04	71,077.92	40,520.74	8,589.22	84,918.30	866,765.55	May
	Jun-19	551,124.33	287,560.55	86,577.83	31,276.82	1,417.45	87,080.74	1,045,037.72	June
	Jul-19	337,322.90	181,649.05	57,223.93	29,900.76	11,544.53	83,556.90	701,198.07	July
	Aug-19	547,614.01	255,999.55	43,658.99	43,495.52	8,313.44	94,510.80	993,592.31	August
	Sep-19	316,928.37	194,114.97	61,259.63	11,285.74	11,459.15	100,274.42	695,322.28	September
	Oct-19	688,752.83	194,862.52	46,492.07	28,678.50	3,461.01	100,811.79	1,063,058.72	October
	Nov-19	141,805.76	194,094.98	64,104.73	23,194.63	17,331.73	94,471.28	535,003.11	November
	Dec-19	169,411.71	224,195.21	42,941.63	46,341.32	8,073.61	106,336.90	597,300.38	December
	Jan-20	134,406.06	225,776.14	37,381.17	59,857.13	19,449.19	110,912.13	587,781.82	January
	Feb-20	661,616.44	261,211.35	48,089.16	48,651.99	8,095.61	123,574.33	1,151,238.88	February
	Mar-20	354,239.16	234,480.64	26,480.05	52,032.50	16,639.76	128,198.30	812,070.41	March
	Apr-20	725,843.21	173,137.69	78,577.85	29,646.08	30,682.26	140,050.59	1,177,937.68	April
	May-20	113,151.34	373,676.54	127,231.03	56,479.85	23,481.15	163,571.98	857,591.89	May
	Jun-20	611,048.90	196,230.50	84,569.76	88,730.17	47,285.58	175,863.98	1,203,728.89	June
	Jul-20	498,563.20	266,393.19	84,045.08	82,233.52	47,009.76	194,407.21	1,172,651.96	July
	Aug-20	713,158.18	281,337.22	130,231.36	60,981.00	66,575.49	222,646.99	1,474,930.24	August
	Sep-20	408,000.61	1,155,999.63	108,263.07	55,842.22	48,771.93	245,978.60	2,022,856.06	September
	Oct-20	572,302.98	381,331.12	120,996.54	70,273.24	25,034.69	286,589.34	1,456,527.91	October
	Nov-20	297,113.67	340,659.51	165,098.60	93,978.21	55,384.25	288,318.76	1,240,553.00	November
	Dec-20	467,962.13	169,296.01	74,491.29	115,172.43	86,211.32	327,363.14	1,240,496.32	December
A-7	Jan-21	413,944.48	457,271.96	178,646.37	77,467.92	104,105.98	392,798.70	1,624,235.41	January
	Feb-21	-	321,649.59	147,152.56	79,205.69	57,852.18	450,491.12	1,056,351.14	February

Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Utility Accounts Receivable Aging-Residential



Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Utility Billing Accounts Receivable Aging -Commercial
Month End Balances
January 31, 2019 -February 28, 2021

Commercial **account type 11-15**

	Current	1 - 30	31 - 60	61 - 90	91 - 120	Over 120	Total Due	
Jan-19	487,590.79	61,049.73	4,244.97	38,227.92	12,749.99	97,926.86	701,790.26	January
Feb-19	271,821.05	78,849.06	13,564.42	10,710.76	24,512.19	98,409.94	497,867.42	February
Mar-19	503,195.98	58,191.94	36,804.61	17,937.52	5,901.57	113,150.36	735,181.98	March
Apr-19	183,719.18	60,065.89	23,913.59	13,642.51	7,257.26	65,902.73	354,501.16	April
May-19	382,283.74	95,351.86	13,651.57	8,722.97	7,227.86	59,771.16	567,009.16	May
Jun-19	403,485.39	116,423.70	13,221.24	5,698.15	3,368.15	56,624.43	598,821.06	June
Jul-19	491,366.08	49,053.61	28,248.25	5,912.38	4,912.97	59,474.74	638,968.03	July
Aug-19	450,713.54	172,627.45	18,923.52	17,836.08	3,525.85	63,505.77	727,132.21	August
Sep-19	458,524.89	43,432.69	19,105.21	5,704.93	9,233.73	62,460.04	598,461.49	September
Oct-19	370,593.45	84,809.64	10,085.79	17,341.93	1,975.83	70,443.92	555,250.56	October
Nov-19	15,001.41	216,933.43	54,680.95	6,633.39	13,486.89	65,262.11	371,998.18	November
Dec-19	52,116.33	78,683.60	19,847.01	29,875.09	4,702.32	75,479.06	260,703.41	December
Jan-20	424,735.22	51,752.89	23,148.61	18,805.53	22,704.50	79,726.79	620,873.54	January
Feb-20	265,249.04	109,680.61	8,165.32	11,847.90	14,288.70	87,292.29	496,523.86	February
Mar-20	476,579.11	94,634.70	43,542.20	12,279.55	4,348.64	98,705.66	730,089.86	March
Apr-20	391,337.95	135,906.65	76,848.65	26,893.19	9,566.35	98,261.72	738,814.51	April
May-20	299,645.35	68,576.39	82,246.96	52,734.44	26,485.84	106,527.29	636,216.27	May
Jun-20	235,680.51	95,076.24	24,654.26	65,824.64	49,228.19	124,026.19	594,490.03	June
Jul-20	409,176.52	82,115.22	63,889.97	14,146.74	57,283.15	151,317.94	777,929.54	July
Aug-20	292,892.90	164,420.49	52,098.83	53,537.43	5,664.13	178,119.73	746,733.51	August
Sep-20	411,448.20	65,929.19	45,769.22	27,951.38	41,823.55	156,255.79	749,177.33	September
Oct-20	357,849.54	272,058.30	45,834.29	21,087.92	22,686.74	188,978.69	908,495.48	October
Nov-20	394,352.79	106,650.80	142,983.45	21,090.89	19,582.25	180,260.48	864,920.66	November
Dec-20	179,739.37	70,176.81	38,156.96	129,550.30	14,735.03	198,042.68	630,401.15	December
Jan-21	82,454.46	232,861.88	70,195.96	23,230.95	124,370.63	208,734.31	741,848.19	
Feb-21	-	73,145.99	74,978.56	47,086.11	18,435.56		213,646.22	

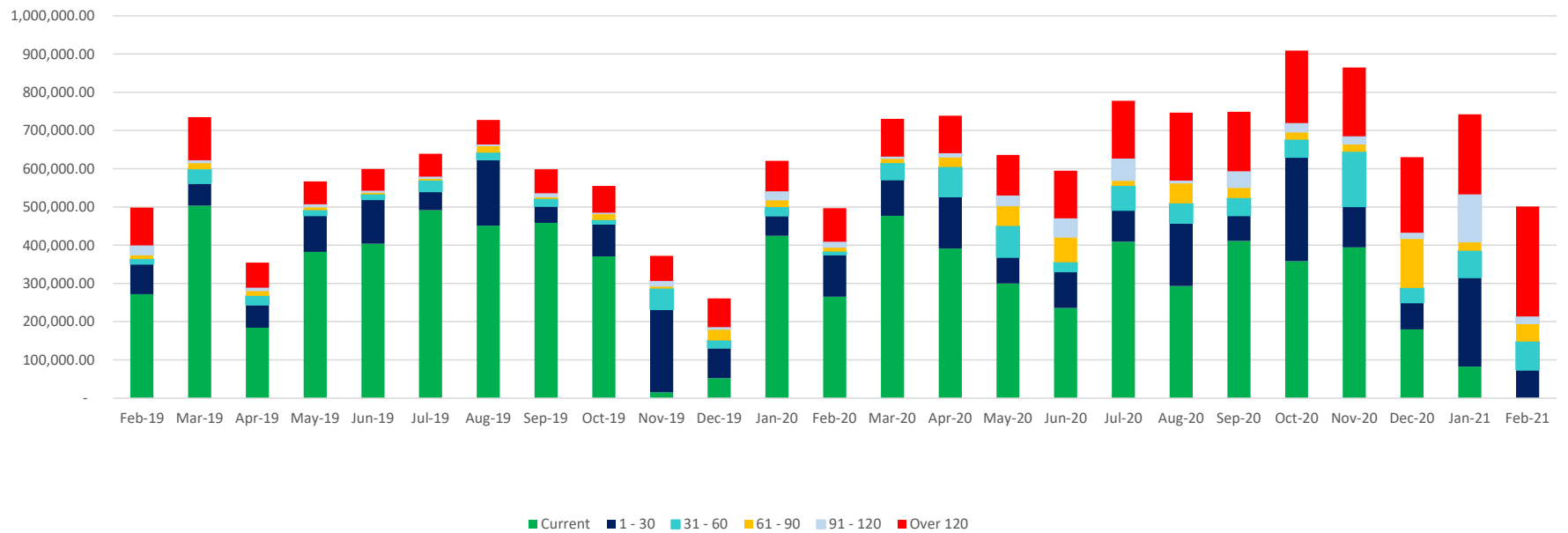
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Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Utility Accounts Receivable Aging-Commercial



Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Utility Billing Accounts Receivable Aging - Aggregated
Month End Balances
January 31, 2019 -February 28, 2021

All Account types

	Current	1 - 30	31 - 60	61 - 90	91 - 120	Over 120	Total Due	
Jan-19	951,112.56	250,928.04	59,245.04	98,271.28	33,675.89	191,911.02	1,585,143.83	January
Feb-19	969,624.62	289,008.61	101,807.73	52,485.79	52,511.84	202,242.24	1,667,680.83	February
Mar-19	933,383.89	298,539.82	107,835.51	86,210.41	10,856.80	223,591.23	1,660,417.66	March
Apr-19	675,474.88	254,620.70	107,114.55	45,427.88	31,399.32	158,710.82	1,272,748.15	April
May-19	675,305.07	463,989.90	84,729.49	49,243.71	15,817.08	144,689.46	1,433,774.71	May
Jun-19	954,609.72	403,984.25	99,799.07	36,974.97	4,785.60	143,705.17	1,643,858.78	June
Jul-19	828,688.98	230,702.66	85,472.18	35,813.14	16,457.50	143,031.64	1,340,166.10	July
Aug-19	998,327.55	428,627.00	62,582.51	61,331.60	11,839.29	158,016.57	1,720,724.52	August
Sep-19	775,453.26	237,547.66	80,364.84	16,990.67	20,692.88	162,734.46	1,293,783.77	September
Oct-19	1,059,346.28	279,672.16	56,577.86	46,020.43	5,436.84	171,255.71	1,618,309.28	October
Nov-19	156,807.17	411,028.41	118,785.68	29,828.02	30,818.62	159,733.39	907,001.29	December
Dec-19	221,528.04	302,878.81	62,788.64	76,216.41	12,775.93	181,815.96	858,003.79	December
Jan-20	559,141.28	277,529.03	60,529.78	78,662.66	42,153.69	190,638.92	1,208,655.36	January
Feb-20	926,865.48	370,891.96	56,254.48	60,499.89	22,384.31	210,866.62	1,647,762.74	February
Mar-20	830,818.27	329,115.34	70,022.25	64,312.05	20,988.40	226,903.96	1,542,160.27	March
Apr-20	1,117,181.16	309,044.34	155,426.50	56,539.27	40,248.61	238,312.31	1,916,752.19	April
May-20	412,796.69	442,252.93	209,477.99	109,214.29	49,966.99	270,099.27	1,493,808.16	May
Jun-20	846,729.41	291,306.74	109,224.02	154,554.81	96,513.77	299,890.17	1,798,218.92	June
Jul-20	907,739.72	348,508.41	147,935.05	96,380.26	104,292.91	345,725.15	1,950,581.50	July
Aug-20	1,006,051.08	445,757.71	182,330.19	114,518.43	72,239.62	400,766.72	2,221,663.75	August
Sep-20	819,448.81	1,221,928.82	154,032.29	83,793.60	90,595.48	402,234.39	2,772,033.39	September
Oct-20	930,152.52	653,389.42	166,830.83	91,361.16	47,721.43	475,568.03	2,365,023.39	October
Nov-20	691,466.46	447,310.31	308,082.05	115,069.10	74,966.50	468,579.24	2,105,473.66	November
Dec-20	647,701.50	239,472.82	112,648.25	244,722.73	100,946.35	525,405.82	1,870,897.47	December
Jan-21	496,398.94	690,133.84	248,842.33	100,698.87	228,476.61	601,533.01	2,366,083.60	January
Feb-21	-	394,795.58	222,131.12	126,291.80	76,287.74	450,491.12	1,269,997.36	February

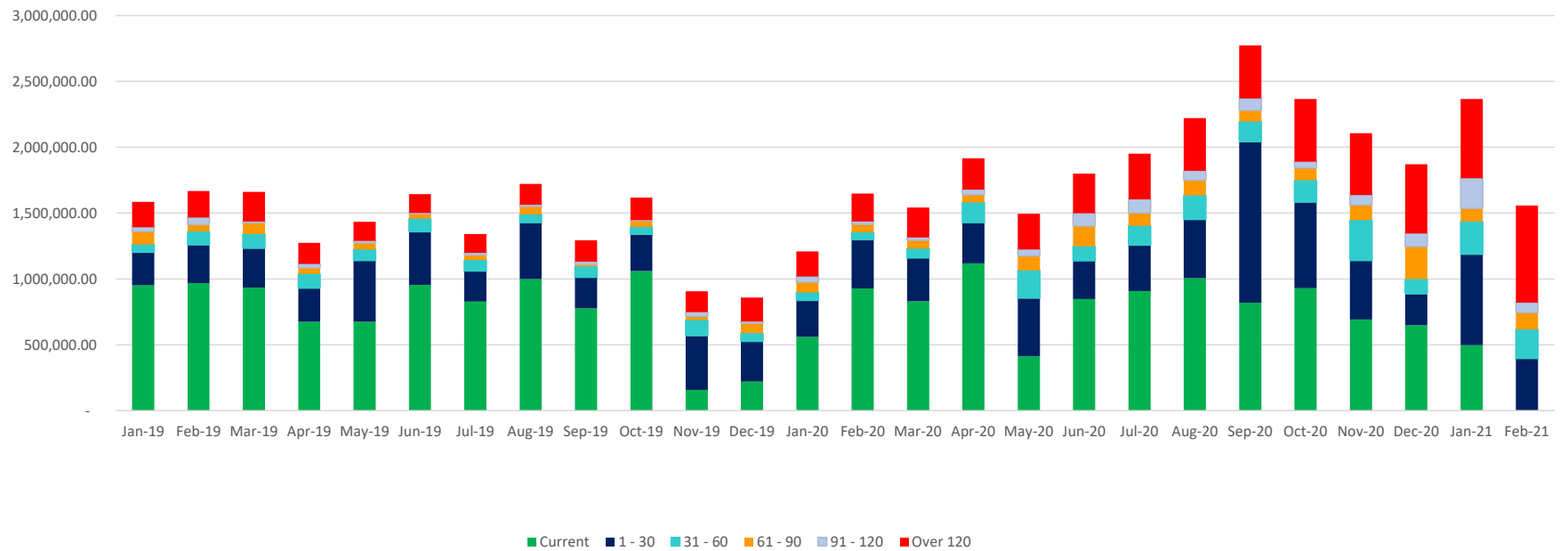
A-11

Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Utility Accounts Receivable Aging-**Aggregated**



Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Utility Billing Accounts Receivable Aging
Number of Past Due Accounts
January 31, 2019 - February 2021

All Account types

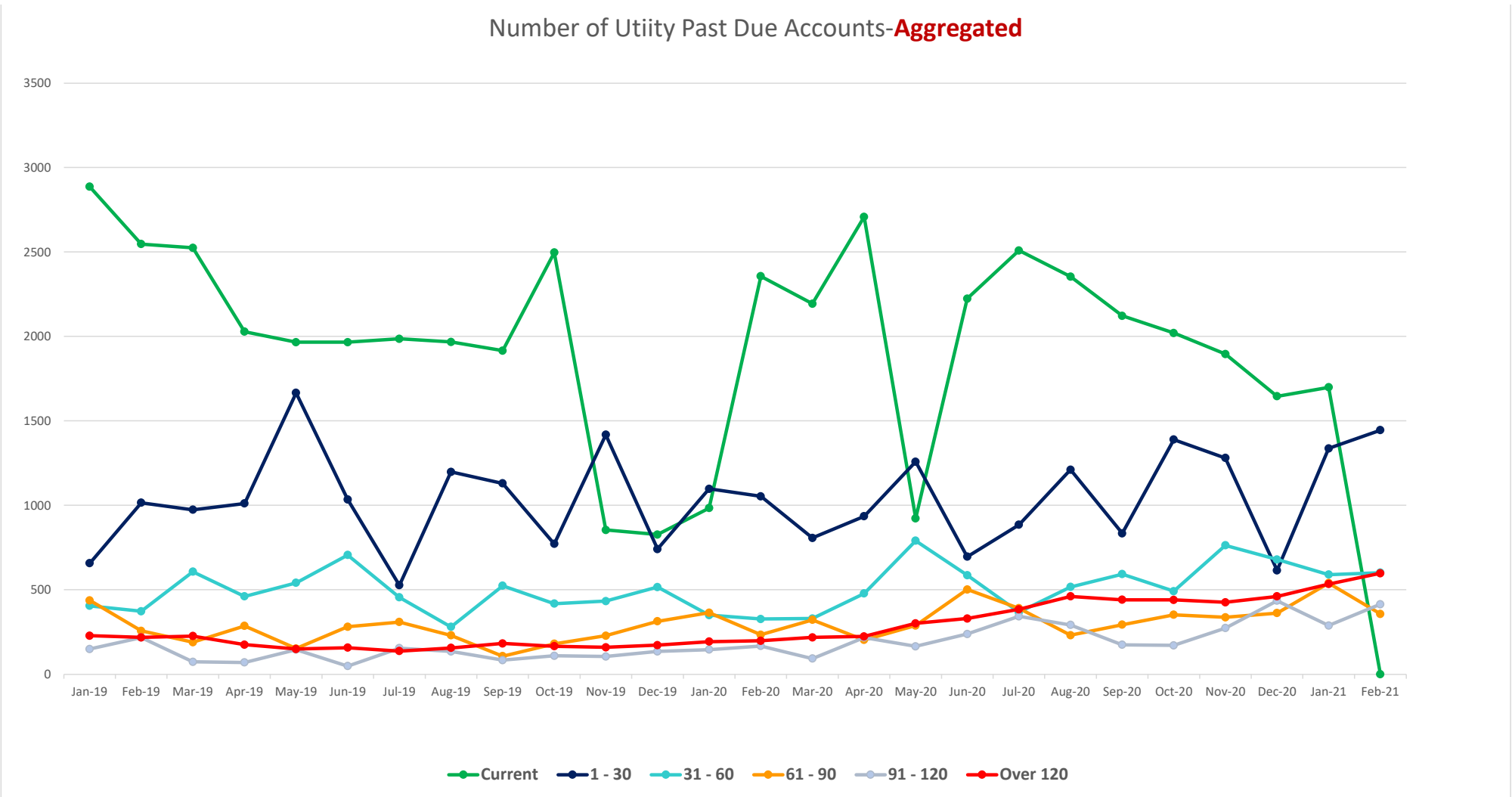
	Current	1 - 30	31 - 60	61 - 90	91 - 120	Over 120	Total Due	
Jan-19	2887	657	405	437	149	228	4763	January
Feb-19	2547	1015	373	257	217	218	4627	February
Mar-19	2525	974	607	189	73	226	4594	March
Apr-19	2028	1011	461	286	70	175	4031	April
May-19	1966	1666	541	152	146	149	4620	May
Jun-19	1966	1035	706	281	49	157	4194	June
Jul-19	1986	527	455	309	154	138	3569	July
Aug-19	1967	1198	281	230	135	156	3967	August
Sep-19	1916	1130	524	107	83	182	3942	September
Oct-19	2497	772	418	180	109	166	4142	October
Nov-19	854	1418	433	228	105	159	3197	November
Dec-19	827	741	516	313	135	172	2704	December
Jan-20	984	1098	350	364	146	193	3135	January
Feb-20	2356	1053	327	234	167	198	4335	February
Mar-20	2194	807	330	322	93	218	3964	March
Apr-20	2708	935	478	203	217	224	4765	April
May-20	923	1258	791	288	165	301	3726	May
Jun-20	2224	696	586	502	238	330	4576	June
Jul-20	2509	885	367	391	343	384	4879	July
Aug-20	2354	1211	517	231	292	461	5066	August
Sep-20	2122	834	593	293	174	441	4457	September
Oct-20	2020	1389	492	352	171	440	4864	October
Nov-20	1896	1280	763	337	273	426	4975	November
Dec-20	1646	615	679	362	436	461	4199	December
Jan-21	1699	1337	590	540	288	534	4988	January
Feb-21	0	1445	601	357	414	598	3415	February

A-13 **Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.**

Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

Number of Utility Past Due Accounts-**Aggregated**



Note : Account data for January and February is imprecise due to billing changes necessitated by water meter upgrade project.

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Per RCW 35.21.290, lien authority for water charges is limited to four months of delinquent payments.

Per LMC 13.34.060 and RCW 35.67.215, lien authority for sewer charges may apply to one year of delinquent payments without written/recorded lien.

1

Example: Potential Amendment of Utility Payment Rules

Issue/Topic	Citation	Existing Requirement	Proposed Requirement
1. Amount of penalty for late payment	LMC 13.34.030	10%	10%
2. Due date for payment	LMC 13.34.050	14 days after billing	28-30 days after billing
3. Time till penalty for late payment	LMC 13.34.030	35 days after billing	35 days after billing
4. Payment arrangements	LMC 13.34.070	Payment of 50% of all charges and penalties, then payment of 100% of all charges and penalties within 14 days.	See below
5. Time till notice of water shut off	LMC 13.34.070	20 days after any amount of outstanding account balance remains delinquent following two full billing cycles (approximately four months + 20 days)	
6. Time till water shut off	LMC 13.34.070	13 days after notice of shut off. Full payment of all charges and penalties is required.	21 days after notice of shutoff. Full payment or payment plan required.
7.a Time till unwritten lien (sewer and stormwater)			
7.b Time till written lien			
8. Trip charge for water shut off or turn on (each occurrence)	LMC 13.34.070	\$35 during regular business hours and \$85 other times.	Update
9. Amount of penalty for insufficient funds	LMC 13.34.030	\$50	
10. Lien processing fee	LMC 13.34.060	\$180	
11. Accrual rate for penalty fee		Not specified	Monthly
12. Interest charged on past-due balance		Not specified	Yes Rate?

2

3

4

Example – Potential Payment Plans

	First Payment	Payment Schedule	Incentives	Non-compliance
A. Balance Due <\$1,000 Applies to past due only. Property owner agreement required.	20%	20% + interest /month	No additional penalty fee. No shutoff.	Plan sunsets. 10% penalty fee restored. Water shutoff process will begin.
Example: \$768 due (4 months)	\$154	\$154 + interest monthly and \$192 regular bimonthly charge		Customer can reapply.
B. Balance Due >\$1,000 Applies to past due only. Property owner agreement required.	10%	10% + interest/month	No additional penalty fee. No shutoff.	Plan sunsets. 10% penalty fee restored. Water shutoff process will begin.
Example: \$1,536 due (8 months)	\$154	\$154 + interest monthly and \$192 regular bimonthly charge		Customer can reapply.

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