

Utility Billing

The City of Bothell bills its customers on a bi-monthly basis for water and sewer.

Depending on your location, water and sewer may be billed by City of Bothell, Northshore Utility District (NUD), or Alderwood Water District. Please contact Utility Billing for assistance in determining your water and sewer district.

Business Hours

For information regarding your billing or to begin service please call (425) 486-6250 Ext. #1 from 8:00 am to 5:00 pm, Monday through Friday, except holidays.

Emergencies

For emergencies during business hours, please call (425) 486-2768 for Utility Maintenance and Operations.

For emergencies after-hours, please call (425) 486-1254.

Begin Service/Final Billing

Notification is required on all property ownership transfers. Your account may contain charges for water and/or sewer. Utility accounts continue to be billed for all minimum monthly charges until property transfer notification is received.

Property Billing Responsibility

Billings in the name of the tenant or occupant is for property owner convenience. The property owner must authorize all billing information changes and a signature may be required for tenant changes. This does not relieve the owner of responsibility for payment should the tenant/occupant of the service address fail to pay their utility charges. Collection of outstanding charges for vacated tenants is the responsibility of the owner. The owner of record will be mailed a duplicate delinquent notice should the account become past due. All charges remain against the property. Failure to pay may result in the discontinuation of service and/or a lien on the property.

Billing Service Inquiries

If you believe your billing is incorrect, or you suspect a leak, please call our billing office for assistance at (425) 486-6250 Ext. #1. **All DISPUTES must be submitted in writing to the City of Bothell - Utility Billing, 18305 101st Avenue NE, Bothell WA 98011.**

Utility Payments

Your billing is due upon receipt and is considered past due if it is not received by the due date shown. Payments made after the due date may not appear on the next billing statement.

Mail your payment in the return envelope provided and be sure to include the REMITTANCE STUB portion of the billing. To ensure proper credit to your account please include your customer number on the check. Payments may be made in person at City of Bothell - City Hall, 18305 101st Avenue NE, Bothell WA 98011.

Payments by check or money order are payable to “**City of Bothell**”.

After-Hours Payment

A drop box is located at the front entrance of City of Bothell - City Hall, 18305 101st Avenue NE. Payments made after-hours will be posted the following business day. **The City will not be responsible for cash payments left in the drop box.** To ensure proper credit to your account, please place your payment and the remittance stub in a sealed envelope.

Other Methods of Payment

Billing payments can be made using Visa or MasterCard. To use this payment method you can pay in person or call our office at (425) 486-6250 Ext. #1.

Delinquent Accounts

Billings can become delinquent if they are not paid by the due date, and are subject to a past due charge of eight percent (8%) per annum on the outstanding balance.

If a **Shut-Off Notice** is sent and the balance is not received by the Due Date a non-payment water shut off fee will be added to the account and water service to the property will be disconnected. If you receive a Shut-Off Notice, please do not mail your payment; we may not receive it in time to prevent a disconnect. Service will not be reconnected until the past due balance and the shut-off fee have been paid.

Other Fees	2011 Rates
Non-sufficient funds (NSF) fee	\$ 31.00
Collection administration fee	31.00
Customer requested water shut off	23.00
Non-payment water shut-off fee	45.00
Non-payment water turn-on fee	45.00
Meter tampering or water theft	305.00
Meter lock replacement	69.00
Meter re-reads (one re-read per year, no charge)	29.00
Final meter reads	29.00
Utility lien filing fee	38.00
Reactivation charge for delinquent accounts	75.00

Fees are subject to change by ordinance. Call (425) 486-6250 Ext. #1 for current rates.

Low-Income Discount

The City of Bothell offers a discount rate for qualifying low-income senior citizens. For further information or to get an application please call (425) 486-6250 Ext. #1.