

**SILVER LAKE WATER & SEWER DISTRICT  
SNOHOMISH COUNTY, WASHINGTON  
RESOLUTION NO. 621**

**A RESOLUTION OF THE BOARD OF COMMISSIONERS OF  
THE SILVER LAKE WATER & SEWER DISTRICT,  
SNOHOMISH COUNTY, WASHINGTON, ESTABLISHING  
BILLING, PAYMENT, AND COLLECTION PROCEDURES AND  
POLICIES FOR WATER AND SEWER SERVICE RATES AND  
CHARGES.**

**WHEREAS**, RCW 57.08.081 establishes procedures for water - sewer districts for the collection of rates and charges for water and sewer services provided to property owners (collectively referred to herein as service rates and charges); and

**WHEREAS**, the Silver Lake Water and Sewer District Board of Commissioners now desires to establish and amend its policies and procedures for the collection of such service rates and charges as provided in RCW 57.08.081; now, therefore,

**BE IT RESOLVED** by the Board of Commissioners of the Silver Lake Water and Sewer District, Snohomish County, Washington, as follows:

1. **FINDINGS**: The Commissioners adopt as findings the preceding recitals to this Resolution.
2. **DEFINITIONS**: For the purposes of establishing utility accounts, preparing utility bills, and collecting utility charges, the following definitions apply, unless otherwise provided for:

**Bill Date** means the date of a utility bill for the utility services provided.

**Board of Commissioners** means the Board of Commissioners of the Silver Lake Water and Sewer District.

**Customer Account** means that account maintained by the District for each property, commercial, residential, or other, for utility services provided by the District to such property, the charges for such services being deemed charges against the property served.

**Customer** means the person, corporation, association, or other entity owning the real property being furnished utility service by the District.

**Delinquent or Delinquent Sum** means any portion of a customer account which remains due and unpaid at the end of any payment period, including any penalties and interest.

**District** means the Silver Lake Water and Sewer District.

**Door Hanger** means a written notice prepared by the District to inform a customer that their utility service has been disconnected.

**Due Date** means the date fifteen (15) days from and after the Bill Date on which the charges for the utility service provided must be paid in full before the billing becomes delinquent.

**Final Billing and Account Termination** means when a property owner or tenant moves out of a property and requests their account be closed on a certain date.

**General Manager** means the duly appointed employee of the District to perform the functions of the General Manager under this resolution and his/her designee(s).

**Payment Arrangements** means an agreement between a customer and the District to extend the shut off date for a promise-to-pay an account's balance by the payment arrangement date.

**Payment Arrangement Date** means the date that a customer must pay to avoid being shut-off pursuant to a payment arrangement.

**Payment Period** means a period of time equal to (15) days from and after the bill date.

**Payment Reminder** means a notice mailed to a property owner, tenant, and or property management company within five (5) to ten (10) days after the bill due date who have not paid their utility bill.

**Property Owner** means the legal owner of the property to which District utility services were provided.

**Property Management Company** means any person, organization, or company hired by a property owner to manage the real property to which District utility services were provided.

**Regular Utility Bill** means either a monthly or bi-monthly utility bill prepared by the District and mailed to a property owner.

**Return Check (Item)** means when a customer's check, cashier's check, ACH, or other method is returned unpaid to the District by their commercial bank for any reason.

**Shut Off Date** means the date a discontinuation of service referred to in RCW 57.08.081(5) will be enforced.

**Shut-Off Notice** means a notice mailed to a property owner, tenant, and or property management company within thirty (30) to thirty-five (35) days after the bill due date who have not paid their utility bill.

**Tenant, Resident, or Occupant** means any person or persons living at a property who is (are) not the property owner.

**Property, Premises, or Service Address** means the real property provided or receiving utility service from the District.

3. **UTILITY ACCOUNTS:** The District shall only open a utility account under the name of the owner of the real property or premise(s) to receive utility service from the District. The property owner shall be responsible to provide the District with their current billing information including, but not limited to, property owner name, mailing address, and telephone number. The District shall mail all notices to the mailing information provided by the property owner.

All District water and sewer service charges and fees shall remain an obligation of the property to which service was provided. The property owner shall be responsible to provide the District with changes of billing information including changes of tenants, property management companies, and ownership.

A property owner may request in writing that copies of regular utility bills, payment reminder notices, and shut-off notices be mailed either to a tenant or occupant at the property, property management company, or both.

4. **REGULAR UTILITY BILLS:** The District shall mail utility bills to the mailing address provided by customer for water and sewer service provided by the District. The District's utility bill shall contain the following information:
- a. The account's service address or location;
  - b. The name of the customer;
  - c. The customer's account number;
  - d. The dates of service;
  - e. The bill date;
  - f. The due date;
  - g. The outstanding balance prior to the bill;
  - h. The current charges;
  - i. The total amount due.

5. **FINAL AND ESTIMATED UTILITY BILLS:** A property owner or their designated agent may request an estimated or final utility bill for a change of ownership, under the provisions provided in chapter 60.80.020 of the R.C.W. In accordance with chapter 60.80.020, the District shall transfer any final bill unpaid to the current property owner after the final bill's due date.

A property owner may request a final or estimated utility bill for a change of occupancy for their real property. The District shall prepare a final or estimated utility bill and provide it to the property owner and occupant if the property has requested notice to the occupant.

6. **PAYMENT REMINDER:** The District shall mail payment reminders, to the address provided by the customer, to all customers that have not paid five (5) to ten (10) days after the due date. The payment reminder shall contain the following information:
- a. The account's service address;
  - b. The name of the customer;

- c. The customer's account number;
  - d. The term: **Payment Reminder**;
  - e. The amount due;
  - f. The shut-off date;
  - g. A notice to property owners and/or tenants that the other party has been provided a copy of the payment reminder;
  - h. Ability for customers to request arrangements prior to the shut-off date;
  - i. Ability for customers to file a written notice of appeal prior to the shut-off date to dispute an amount billed by the District.
7. **SHUT-OFF NOTICE:** The District shall mail shut-off notices, to the address provided by the customer, to all customers that have not paid thirty (30) to thirty-five (35) days after the due date. The shut-off notice shall contain the following information:
- a.) The account's service address;
  - b.) The name of the customer;
  - c.) The customer's account number;
  - d.) The term: **Shut-Off Notice**;
  - e.) The amount due;
  - f.) The last date and time a customer can make payment or file a written appeal to the District to avoid service shut-off;
  - g.) The shut-off date;
  - h.) A notice to property owners and/or tenants that the other party has been provided a copy of the shut-off notice;
  - i.) Ability for customers to request payment arrangements prior to the shut-off date;
  - j.) Ability for customers to file a written notice of appeal prior to the shut-off date to dispute an amount billed by the District.
8. **PAYMENT ARRANGEMENTS:** The District may agree to payment arrangements with a customer to extend the shut-off date by a promise to pay the account balance by a specified date. Customers must contact the District and request payment arrangements before the close of business no later than one (1) working day prior to the shut-off date.
- The General Manager or designee shall determine each month the payment arrangement date, not to exceed seven (7) working days into the next calendar month. Customers must pay the agreed amount before 8:00 a.m. the day after their payment arrangement date to avoid shut-off. Customers who do not meet their payment arrangements shall not be able to make future payment arrangements for one calendar year.
9. **UTILITY SHUT-OFF:** The District shall shut-off water service to a property whose utility account has not been paid, or who has not made payment arrangements, or has not requested in writing an appeal forty (40) to forty-five (45) days after the due date.

The District shall hang a shut-off door hanger at the service address when the service is shut-off.

10. **SHUT-OFF – RETURNED ITEM:** The District may shut-off a water service to a property without additional notice if the payment the District has received on a delinquent the account within three days of the shut-off date is returned unpaid to the District.
11. **RESUMPTION OF SERVICE:** After a premise has been shut off for non-payment of a utility service billing as provided herein, all outstanding sums (including the delinquency penalty, interest, lien-filing fees and costs and any shut off charge) must be paid in full before water service will be restored.
12. **UNAUTHORIZED RESUMPTION OF SERVICE:** The District shall have authority to shut off a water service without notice to any property or owner of such property where the service has been reconnected to such property without authorization from the District.

The General Manager shall have authority to enforce the shut-off of the water service to a property to which water service was resumed without authorization from the District by removal of the meter and/or installation of a curb stop. Prior to removal of a meter and/or installation of a curb stop, the District shall give notice, both by mail and posted notice, of its intent to do so seven days prior to performing the work. All charges associated with tampering with a meter, breaking a lock, removing a meter, or installing a curb stop shall be charged to the property.

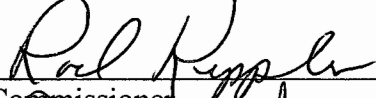
13. **LIEN-CREATION:** The General Manager or designee shall review, on a monthly basis, all customer accounts containing delinquent sums and shall prepare a list of all customer accounts which contain sums that have been delinquent for more than sixty (60) days and may certify all such delinquencies to the Snohomish County Auditor and have the same declared a lien against such property in accordance with RCW 57.08.081.
14. **BILLING DISPUTES--TIME LIMITATION ON CONTESTING BILL:** Should any customer dispute the amount of any bill relating to a customer account for any reason, the customer may request an appeal hearing if the customer does so in writing and delivers that writing to the District within forty-five (45) days of the bill date or prior to the shut-off date. Such written request shall set forth the reasons for the dispute. The customer must pay any undisputed balances. Upon the expiration of this period for contesting a bill without the District having received any written request as provided by this section, the customer account shall be deemed final and accurate.
15. **IMPLEMENTATION SCHEDULE:** The General Manager or designee is authorized to notify customers that the changes in shut-off procedures and property owner/tenant account billings shall be effective and implemented on February 1, 2008. The General Manager is authorized to extend payment arrangements to

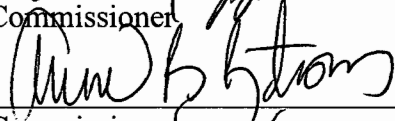
customers that will allow them to transition from the District's existing policies to the new policies by February 1, 2008. The District shall implement Section 3 of this resolution on any change of occupancy between October 11, 2007 and February 1, 2008. The District Manager is authorized to implement Section 3 of this resolution on any account that is delinquent by providing mailed notice to the property owner and tenant.

16. **EFFECTIVE DATE:** The policies and procedures set forth herein shall be effective the date set forth below.
17. **REPEALER:** All District resolutions, policies, and procedures are hereby repealed, amended and/or superseded to be in accordance with the policies and procedures set forth herein.

**ADOPTED** by the Board of Commissioners of the Silver Lake Water and Sewer District at the regular meeting thereof held on the 11 day of October 11, 2007.

Board of Commissioners

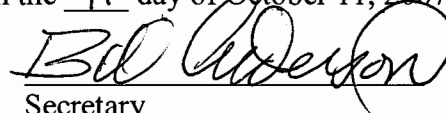
  
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Commissioner

  
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ATTEST:

I, the undersigned Secretary of the Board of Commissioners of Silver Lake Water and Sewer District, Snohomish County, Washington, do hereby certify that the within and foregoing is a true and correct copy of Resolution No. 621 adopted at the regular open public meeting thereof held on the 11 day of October 11, 2007.

  
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Secretary