



## WATER SERVICE

In 2010, the City of Marysville implemented a utility rate restructuring package for water, sewer and surface water for residential and commercial customers. The restructuring was based on a comprehensive Cost-of-Service Study, with rates set more fairly based on usage. Restructuring includes:

\* Use of American Water Works Association meter factors to determine monthly meter rates for meters larger than 5/8-inch, causing larger meters to be assessed based on larger flows, and thus promoting equity;

\* Water rates assessed on a tiered, block volume base rate based on total usage in thousands of gallons, which also reduces volume rate on the first 6,000 gallons used;

\* Elimination of the overage rate & summer surcharge.

Goals of the system-wide restructuring were to promote rates that were more equitable within and among all customer classes, encourage water conservation, and balance utility revenues and expenditures. The City of Marysville supplies 6.5 million gallons per day of quality drinking water to 20,864 connections inside the City (pop. 64,140) and within the broader utilities service area, as well as providing necessary fire flows, at rates that are competitive in the Puget Sound region.

### 2016 METER BASE RATES - ALL CUSTOMERS - (Bi-monthly)

METER SIZE P/UNIT	AWWA Meter Factor	CITY RATE	RURAL RATE	OUTSIDE UGA* RATE
5/8"	1.0	\$ 22.22	\$33.34	\$ 44.44
3/4"	1.5	\$ 33.34	\$ 49.99	\$ 66.65
1"	2.5	\$ 55.56	\$ 83.33	\$ 111.10
1-1/2"	5.0	\$ 111.10	\$166.65	\$ 222.20
2"	8.0	\$ 177.75	\$266.64	\$ 355.50
3"	16.0	\$ 355.50	\$ 533.26	\$ 711.02
4"	25.0	\$ 555.49	\$ 833.24	\$ 1,110.97

\* UGA - Urban Growth Area

### 2016 RESIDENTIAL/MULTI-FAMILY TIERS/RATES - (Bi-monthly)

VOLUME TIERS	2-Month Usage (in 1,000 gals.)	CITY RATE	RURAL RATE	OUTSIDE UGA RATE
1st Tier	0-6	\$ 1.20	\$ 1.79	\$ 2.39
2nd Tier	7-20	\$ 4.18	\$ 6.28	\$ 8.37
3rd Tier	21-30	\$ 4.78	\$ 7.16	\$ 9.57
4th Tier	31+	\$ 5.38	\$ 8.07	\$ 10.76



## WATER CONSERVATION

We are fortunate to live in an ideal community in the Pacific Northwest, a region noted for its abundance of water. However, we should not take for granted that water is a vital - but limited - precious natural resource. We can all do our share to use water wisely and ensure an adequate water supply for ourselves and future generations. Water conservation not only helps save water, it also saves you money. The following tips can help you do your part to live a water-wise lifestyle:

### EASY WAYS TO CONSERVE

- \* Check faucets and pipes for leaks.
- \* Turn off water while brushing your teeth or shaving
- \* Limit time in the shower.
- \* Install low-volume showerheads.
- \* Automatic dishwashers and washers are more efficient if run only when they are full.
- \* When washing dishes by hand, don't let the tap run freely to rinse. Fill other side of the sink with rinse water.
- \* When washing your car, use soap and water from a bucket. Use a hose with a shut-off nozzle to rinse.
- \* During summer months, follow the schedule in the Lawn Watering Calendar posted on the City website.



Practice a water-wise lifestyle

### DID YOU KNOW....

Customers who, at their own cost, buy and install approved water conservation fixtures such as low-flow toilets can receive a one-time rebate of up to \$50 per utility account if an application is submitted within 30 days of indicated receipt. Find out more. Call (360) 363-8100 for an application and inspection if you have not taken advantage of this offer.



## SURFACE WATER

Surface water (stormwater) utility fees are itemized on City utility bills with other services such as water, sewer and solid waste. Homeowners and residential customers pay a flat fee based on impervious surface coverage of \$22.52 bi-monthly in 2016. Multi-family and commercial customers pay a rate based on total square feet of impervious surface / 3,200 to equal the number of ERUs multiplied by the current ERU rate. The fee provides for the following efforts: the City's surface water management program; some costs associated within the City and Quilceda/Allen Watershed for runoff to which we all contribute; construction projects; stewardship programs; and stream maintenance and restoration.

## BILLING INFORMATION

The City of Marysville is here to serve you. If you have questions about your utility account or statement, call us at (360) 363-8001. Please have your account number ready. Most questions can be quickly answered over the phone. You may also write to us at 1049 State Ave., Marysville, WA 98270-4234. Do not include any correspondence with your payments; doing so may delay payment processing. Questions by email can be sent to [utilitybilling@marysvillewa.gov](mailto:utilitybilling@marysvillewa.gov).

### Your Bi-monthly Utility Service Statement

Your bi-monthly bill includes charges for one or more of the following services: water, surface water, sewer, garbage (including residential recycling) and yard debris collection. The property owner is legally responsible for all charges. All delinquencies constitute a lien against your property and can result in assignment to collections and/or foreclosure.

### Payment Terms and Methods

Statements are due and payable upon receipt. Full payment must be received in our office no later than 5 p.m. on the due date indicated on your bill. Make check/money order payable to the City of Marysville. DO NOT SEND CASH. Several payment options are available:

- \* Mail to: City of Marysville  
PO Box 128  
Caldwell, ID 83606-0128
- \* Pay in person at City Hall, 1049 State Ave.
- \* Use our brown drop box in the City Hall back parking lot
- \* Pay-by-phone service call (360) 363-8777
- \* Pay online by credit card through the City website: <http://marysvillewa.gov>; click the "Pay Online" button  
*You will need your 12-digit account number and customer ID number that are located on your bill.*

### Late Fees

If a **past due notice** is generated for failure to pay by the due date, a late fee equal to 5% of the amount past due will be assessed on all amounts in arrears at the time of each bi-monthly billing. If your account becomes delinquent and a shut-off notice is generated, an additional late fee of 5% of the amount past due will be assessed to the payment due. Failure to pay before the shut off day will result in discontinuation of service, with disconnection fees applied. Call to speak with a Billing Representative if you have any questions.

### Returned Bank Payments

If a payment is returned to us unpaid by the bank, repayment will be required in the form of cash, cashier's check or money order, along with a \$40 returned payment fee. If payment was toward avoiding shutoff, service will be discontinued immediately without further notice.

### Service Reinstatement

If service has been disconnected by the City (because of delinquency or returned payments, for example) you will be charged \$20 for disconnect and reconnect the first time, and \$40 each time if it occurs again within 12 months of the initial shutoff. Any request to reinstate service after 5 p.m. Monday-Friday, or on weekends or holidays, will result in an additional \$75 after hours fee and payable by 9 a.m. the following business day.

### Service Termination

When you wish to temporarily stop service or close your account, please contact a Billing Representative immediately for a closing read and bill. Notifying the City of your forwarding address assures that your closing bill is handled in a timely manner.



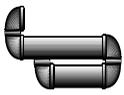
# 2016 City of Marysville Basic Guide to City Utilities



**WATER  
SEWER  
SURFACE WATER  
GARBAGE/RECYCLING/  
YARD DEBRIS**

City of Marysville  
1049 State Ave.  
Marysville, WA 98270  
(360) 363-8001  
[marysvillewa.gov](http://marysvillewa.gov)

Proudly serving  
Marysville-area  
customers since 1920



## WASTEWATER

The Public Works Wastewater Treatment Plant Division is responsible for protecting the environment by ensuring that wastewater is properly collected from residential and commercial customers and treated prior to discharge. All water and wastewater meets or exceeds the State of Washington standards, as set by the Department of Ecology.

The Water Quality Division is responsible for water quality sampling and testing per state Department of Health requirements. This division's programs include the water conservation program, consumer confidence reports, and hydrant and water fill station use.

Through a City-operated sewer collection system, Marysville cleans 227 miles of sewer lines annually, operates 14 sewer lift stations and treats and safely discharges wastewater at a current rate of about 6 million gallons per day for more than 22,000 connections inside the City and within Utilities Service Area boundaries. The rate includes a continued assessment of the annual 2% adjustment for inflation on all sewer necessary to balance revenues as expenses increase.

### 2016 SEWER RATES - FLAT RATES (Bi-monthly)

Flat rate (Rates shown billed bi-monthly)	CITY RATE	RURAL RATE	OUTSIDE UGA *
Single-family home	\$ 82.83	\$ 124.26	\$ 165.68
Multi-residential (per unit)	\$ 78.77	\$ 118.14	\$ 157.54
Hotels/Motels (per unit)	\$ 58.03	\$ 87.04	\$ 116.04

### COMMERCIAL/INDUSTRIAL SEWER RATES

	CITY RATE	RURAL RATE	OUTSIDE *UGA
Commercial Minimum	\$ 82.83	\$ 124.26	\$ 165.68
Class 1 (31-100 p/1,000 gals.)	\$ 1.74	\$ 2.61	\$ 3.47
Class 2 (101-200 p/1,000 gals.) Pretreatment required	\$ 2.39	\$ 3.59	\$ 4.78
Class 3 (201-300 p/1,000 gals.) Pretreatment required	\$ 3.06	\$ 4.58	\$ 6.11
Class 4 (301-400 p/1,000 gals.)	\$ 3.71	\$ 5.56	\$ 7.43
Class 5 (401-500 p/1,000 gals.)	\$ 4.37	\$ 6.55	\$ 8.73
Class 6 (501-600 p/1,000 gals.)	\$ 6.35	\$ 9.53	\$ 12.68

\*UGA - Urban Growth Area, or portion of City of Arlington growth area that Marysville has interlocally agreed to serve.



## GARBAGE/RECYCLING

Marysville is one of only two cities in Snohomish County that provides citizens with garbage service at a rate competitive with regional solid waste rates.

The City provides mandatory garbage pickup to about 12,500 homes, hauling 1,300 tons per month. Collection charges include recycling under a contractual agreement with Waste Management Northwest and a 3.6% state utility tax.

GARBAGE & RECYCLING BIMONTHLY RATES			
RESIDENTIAL			
CONTAINER	CAN SIZE	PICKUP	BIMONTHLY
Low-income senior	36 gallon	weekly	\$ 31.00
Single can	36 gallon	monthly	\$ 23.94
Mini-can	20 gallon	weekly	\$ 39.72
Single can	36 gallon	weekly	\$ 49.22
2 cans (equivalent)	64 gallon	weekly	\$ 82.14
3 cans (equivalent)	96 gallon	weekly	\$ 115.04
Yard debris (optional)		weekly	\$ 20.40
2nd yard toter		weekly	\$ 5.44
Excess garbage tag			\$ 6.66
COMMERCIAL/INDUSTRIAL			
1-yard container			\$ 221.64
1.5-yard container			\$ 301.06
2-yard container			\$ 382.10
3-yard container			\$ 523.24
4-yard container			\$ 583.62
6-yard container			\$ 792.48
8-yard container			\$1027.72

For loads too large for curbside pickup, call the North Snohomish County Transfer Station, 19600 63rd Ave. NE, Arlington, at (425) 388-3429 or (425) 388-3425.

### Recycling Information

Residential recycling is mandatory inside city limits and is included with your garbage service at no additional charge. To order recycle carts please call Utility Billing at (360) 363-8001. Blue recycle carts are collected every two weeks, depending upon your address. To obtain a calendar of your collection schedule, call Utility Billing at (360) 363-8001.

Excess recyclables may be placed in an uncovered container next to your blue recycle cart for collection. If you find that your recycle cart is not large enough to contain your volume of recycle material, an additional one can be ordered by calling the Utility Billing number above.

#### HOLIDAY SERVICE

*The City of Marysville does not pick up curbside garbage on Thanksgiving Day, Christmas Day or New Year's Day. If your regular pickup day falls on or after these holidays in that week's pickup schedule, put your trash and recycling carts out at the curb one day later.*



## UTILITY RATE RELIEF

### What is the Utility Rate Relief Program?

The City offers a utility rate relief program. The discount is available to qualified low-income senior customers and disabled citizens who receive water, sanitary sewer, garbage pickup and are billed for surface water from the City for their home, apartment, duplex or mobile home.

### How do I qualify for the program?

The home must be occupied by the person claiming eligibility for the discount and the principal place of residence. The occupant must be head of the household.

*Low-Income Senior Citizen* - a person 62 years or older and whose annual total income including spouse or co-tenant does not exceed the amount as specified in RCW 84.36.381(5)(b) - \$35,000.

*Low-Income Disabled Citizen* - a person whose income, including spouse or co-tenant, is at or below 125% of the federally established poverty level and:

1. a person qualifying for special parking privileges;
2. a person declared legally blind under state law; or
3. a disabled, handicapped or incapacitated person as defined under any other existing state or federal program.

### If I qualify, how much of a reduction will I receive?

All directly billed customers who meet the qualifications and requirements of Marysville Municipal Code (MCC) 3.63.030 and MMC 3.63.040 will receive a rate reduction of 30% for water, sewer and surface water services, and the equivalent level of garbage service at one 36-gallon can removed weekly as prescribed by the city's water, sewerage, solid waste and surface water rates then in effect.

All indirectly billed customers who pay a landlord, maintenance association or other third party who meet the qualifications and requirements in the city code referenced above may apply for the 30% rebate at year end, provided that such indirect billing customers may receive a one-time payment pursuant to the provision of MMC 3.63.040(b).

### How do I apply for the program?

Request an Application for Special Rates form. To obtain an application, visit City Hall or call the Marysville Utility Billing Department at (360) 363-8001.

Return the completed form, along with appropriate documentation to Marysville City Hall, Attn: Utility Billing, 1049 State Ave., Marysville, WA 98270-4234. Download the application from the City website at <http://marysvillewa.gov/340> OR click on the Utility Billing link on the lower left side of the City homepage.

### If I have additional questions, who should I call?

Call (360) 363-8001, or e-mail: [UtilityBilling@marysvillewa.gov](mailto:UtilityBilling@marysvillewa.gov)

## FREQUENTLY ASKED QUESTIONS

### Where do I pay my utility bill?

You may pay by mail via our billing vendor by mailing payment to: City of Marysville, PO Box 128, Caldwell ID 83606-0128. You may also take your payment to City Hall, 1049 State Ave., or slip it in the brown-colored drop box in the City Hall parking lot. For your convenience, you can also pay by credit card online at <http://marysvillewa.gov>. Click "Pay Online" or call (360) 363-8777.

### Where does my water come from, and does my water contain any fluoride?

Marysville's water system is comprised of multiple sources, including water purchased from the city of Everett, as well as several city-owned wells and springs. The city of Everett adds fluoride to its drinking water as a means to promote dental health. City of Marysville water sources, consisting of Edward Springs, Stillaguamish Filtration Plant and Lake Goodwin well, are not fluoridated. Marysville residents may receive fluoridated, non-fluoridated or partially fluoridated water depending on water system operating conditions. Residents concerned with the level of fluoride who are unsure of their water source can call the Water Quality Division: 360-363-8100.

### What water restrictions apply in the summer?

Customers are asked to comply with the lawn watering schedule which suggests you water every three days. It is available on our website each year in May.

### How do I dispose of excess garbage?

If you have extra garbage for curbside pickup, you must buy a pre-paid garbage tag for each 36 gallon capacity of extra garbage. Tags are available at City Hall, Public Works, Safeway and Albertsons for \$6.66 each. For larger amounts to dispose, you may rent a temporary container for two weeks. For info, call Utility Billing at (360) 363-8001.

### How do I dispose of excess recycling?

Put excess recycling next to recycle cart in a cardboard box or other container and label it "Recycle."

### How do I dispose of excess yard debris?

Put excess yard debris next to your yard debris toter in an uncovered garbage receptacle with handles or biodegradable paper bags labeled "yard waste" for collection. Weight limit is 55 lbs.

### How about electronics and appliances?

Electronics such as computers, televisions and large appliances are not accepted for disposal as garbage. For disposal locations, call 1-800-RECYCLE.

### Who do I contact regarding missed garbage, yard waste or recycling pickup?

Call (360) 363-8001 or e-mail [UtilityBilling@marysvillewa.gov](mailto:UtilityBilling@marysvillewa.gov)