

October 30, 2018

**Dear City of Auburn Utility Customer:**

We have some exciting information to share with you regarding the billing for your water, sewer, stormwater and garbage utility services. With the completion of our automated meter reading infrastructure system, the City is now able to bill your water consumption monthly.

Currently, customers are billed a water base rate each month and water consumption (usage) every other month. Starting in December 2018, the City will begin transitioning to billing these charges monthly. This will provide smaller, more consistent and manageable bills and payments. If your water usage is higher than average, you will know sooner, which means you can detect potential problems, such as a leak, more quickly.

In an effort to align all customers onto the same billing schedule, your billing and due date will both change. Due to this change, customers will see prorated base rates and some customers will be billed for consumption each month during the transition period.

The appearance of the statement will also change. We are excited to provide customers with a new and improved billing statement. Please turn this letter over to preview the new look.

You will receive additional information about these changes and the City's 2019 utility rates in your December utility statement or attached electronically to your E-bill (for customers receiving electronic statements).

If you have any questions please visit the City's website at [www.auburnwa.gov/services/utilities](http://www.auburnwa.gov/services/utilities). You can also reach us by phone at (253) 931-3038, Monday through Friday, from 7:30 a.m. to 5:30 p.m., or email us at [utilities@auburnwa.gov](mailto:utilities@auburnwa.gov).

Sincerely,

Utility Billing Customer Care  
City of Auburn Finance Department

# City of Auburn's NEW monthly billing

## Billing made simple

The City of Auburn is transitioning from bi-monthly to monthly water consumption billing. The new monthly bill will have a new look and will reflect your monthly usage and charges.

The Summary of Charges displays a snapshot of your monthly charges.

New icons for services simplify the view of billed services.



Detailed billing information is located on the back of the bill.

Payment Options and Contact Information.

Account Summary displays a list of your most recent payments and activity.

Important messages will be shared here.

Water customers will see a detailed water usage graph and table.

A full list of payments and adjustments for the account will be listed here.

**CITY OF AUBURN** WASHINGTON www.auburnwa.gov  
25 West Main Street  
Auburn, WA 98001-4916  
(253) 931-3038

Account Name: Auburn Customer  
Service Address: 12345 Main Street  
Date: 09/19/18

**Summary of Charges**

Billing Period — 08/21/18 to 09/20/18

Water Total	\$60.92
Sewer Total	\$69.11
Storm Water Total	\$20.22
Garbage Total	\$13.99
Yard Waste/Compost Total	\$8.81
<b>Total New Charges</b>	<b>\$173.05</b>

Charge Details - continued on back >>>

**Account Number:**  
012345-000  
**Amount Due:**  
\$173.05  
**Due Date:**  
10/09/18

**Account Summary**

Previous Amount Due	\$128.25
Payments	(\$128.25)
Balance Forward	\$0.00
Current Charges	\$173.05
<b>Amount Due</b>	<b>\$173.05</b>

**Important Messages**

This is a message that has been entered via the DataProse Automated Messaging System (DP\_Auto).

PLEASE FOLD ON PERFORATION BEFORE TEARING - RETURN BOTTOM PORTION WITH YOUR PAYMENT

Bill Date: 09/19/18 Service Address: 12345 Main Street

Account Number	Due Date	Total Amount Due
012345-000	10/09/18	\$173.05

AMOUNT ENCLOSED \$

Make check payable to City of Auburn and remit to:

**CITY OF AUBURN**  
P.O. BOX 34599  
SEATTLE, WA 98124-1599

0533 049759 0000017305

Billing Period — 08/21/18 to 09/20/18

WATER	Meter # 12345678
Water - Base	\$16.12
Water - Consumption	\$44.80
<b>TOTAL</b>	<b>\$60.92</b>
SEWER	
City Sewer - Base	\$24.89
King Co Sewer - Base	\$44.22
<b>TOTAL</b>	<b>\$69.11</b>
STORM WATER	
Storm Water	\$20.22
<b>TOTAL</b>	<b>\$20.22</b>
GARBAGE	
Garbage Service	\$12.69
Household Hazardous Waste	\$0.84
State Refuse Tax	\$0.46
<b>TOTAL</b>	<b>\$13.99</b>
YARD WASTE/COMPOST	
Yard Waste Service	\$8.81
<b>TOTAL</b>	<b>\$8.81</b>

**HOW TO CONTACT US:**  
Customer Service: (253) 931-3038  
View or Pay Bill Online: www.auburnwa.gov  
Email: utilities@auburnwa.gov

**Monthly Water Usage**

Meter	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Usage
83795816	07/02/18	23	09/02/18	37	14

Consumption period 07/02 to 09/02

**PAYMENTS**

Payment 08/28/2018 (\$128.25)

**How to make a payment**

- Online: www.auburnwa.gov
- Phone: (253) 931-3038 with a credit or debit card
- Drop Box: 25 West Main Street.
- Mail: P.O. Box 34599, Seattle, WA 98124-1599
- In Person: One East Main Street - 2nd Floor Customer Service Center 7:30 a.m. - 5:30 p.m. Weekdays, except holidays.

**Disputing your bill**

If the City has notified you that it will terminate your water service and you believe your bill is incorrect, you may file a dispute by calling or emailing customer service at (253) 931-3038 or utilities@auburnwa.gov. A customer not satisfied with the initial resolution may appeal the resolution to the Customer Service Supervisor and/or Manager. The appeal must be received within ten days of the date of the initial resolution by making an appeal request in person, by email, or by calling the above number.

**Delinquent Charges and Shutoff Notices**

Payments are due on the billing date shown on your statement and become delinquent 20 days from the billing date. A 1% or \$15 late fee (whichever is greater) will be added on the 25th day. Delinquent charges that are not paid within 48 days of the original bill date will have the water service discontinued if water service is provided by the City of Auburn. The shutoff fee is \$25.00.

Please visit Auburnwa.gov for additional information.