WATER SERVICE

The City of Marysville's utility rate structure for water, sewer and surface water for residential and commercial customers is based on usage. The rate structure includes:

* 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; and

* 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.

Goals are to establish rates that are more equitable within and among all customer classes, encourage water conservation, and balance utility revenues and expenditures. The City of Marysville supplies 6.6 million gallons per day of quality drinking water to 22,175 connections inside the City (pop. 68,000) and within the broader utilities service area, while providing necessary fire flow, at rates that are competitive in the Puget Sound region.

2020 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	$24.05	$36.09	$48.10
3/4"	1.5	$36.09	$54.11	$72.14
1"	2.5	$60.14	$90.20	$120.26
1-1/2"	5.0	$120.26	$180.39	$240.52
2"	8.0	$192.40	$288.62	$384.80
3"	16.0	$384.80	$577.22	$769.63
4"	25.0	$601.28	$901.93	$1,202.55

*UGA—Urban Growth Area

2020 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	$1.30	$1.94	$2.59
2nd Tier	7-20	$4.52	$6.80	$9.06
3rd Tier	21-30	$5.17	$7.75	$10.36
4th Tier	31+	$5.82	$8.74	$11.65

WATER CONSERVATION

We are fortunate to live in the Pacific Northwest, a region noted for its abundance of water. Even so, 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 conversation also saves you money. Here are some tips to 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, rather than running a steady stream.
*Limit time in the shower.
*Install low-volume heads.
*Run automatic dishwashers and washing machine only when they are full.
*When washing dishes by hand, don't let the tap run freely to rinse. Fill the 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 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 application is submitted within 30 days of indicated receipt.

Find out more. Call 360-363-8100 for an application and inspection.

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 $24.38 bi-monthly in 2020. Multi-family and commercial customers pay a rate based on total square feet of impervious surface / 3,200 equal number of ERUs multiplied by the current ERU rate.

The Surface Water Management program has been established to protect water quality in our streams, sloughs, and wetlands. Stormwater can carry pollutants to streams, cause erosion, change stream temperature, and create urban flooding. The Surface Water Management program strives to reduce these impacts with a multifaceted approach. Stormwater management actions are conducted City wide and range from inspecting and maintaining infrastructure, to conducting education and outreach, and addressing draining problems.

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 processing the payment. Email questions to 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 (incl. 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 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, P.O. Box 128, Caldwell, ID 83606-0128
* Pay in person at City Hall, 1049 State Ave. M - F, 8am-5pm
* Use our brown drop box in the City Hall back parking lot
* Pay-by-phone service: Call 360-363-8777
* Pay online with credit card through the City website at www.marysvillewa.gov; click the "Online Payments" button

ONLINE PAYMENTS

New Account Fee

A $30 one-time fee is assessed when an account is set up in your name.

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 billing. If your account becomes delinquent and generates a shut-off notice, an additional late fee of 5% of the amount past due will be assessed. Failure to pay before the shut-off day will result in discontinuation of service, with disconnection fees applied. Call a Billing Representative if you have question.

Returned Bank Payments

If a payment is returned to us unpaid by the bank, repayment will be required in the form of cash, credit card, debit card, 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

To temporarily stop service or close your account, please contact a Billing Representative immediately. Notify the City of your forwarding address to assure that your closing bill is handled in a timely manner. Voluntary turn-off fee: $20. Voluntary turn-on fee: $20.

2020 City of Marysville

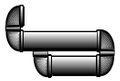
City Utilities Guide

Water & Sewer

Surface Water • Solid Waste

CITY OF Marysville WASHINGTON

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 339 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.

2020 Sewer Rates — Flat Rates (Bi-monthly)

Flat Rate (Rates shown billed bi-monthly)	City Rate	Rural Rate	Outside UGA
Single-family home	$89.66	$134.50	$179.34
Multi-residential (per unit)	$85.26	$127.88	$170.53
Hotels/Motels (per unit)	$62.81	$94.21	$125.61

Commercial / Industrial Sewer Rates

	City Rate	Rural Rate	Outside UGA
Commercial Minimum	$89.66	$134.50	$179.34
Class 1 (31-100 p/1,000 gals.)	$1.88	$2.83	$3.76
Class 2 (101-200 p/1,000 gals.) Pretreatment required	$2.59	$3.89	$5.17
Class 3 (201-300 p/1,000 gals.) Pretreatment required	$3.31	$4.96	$6.61
Class 4 (301-400 p/1,000 gals.)	$4.02	$6.02	$8.04
Class 5 (401-500 p/1,000 gals.)	$4.73	$7.09	$9.45
Class 6 (501-600 p/1,000 gals.)	$6.87	$10.32	$13.73

*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 the 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 13,500 homes, hauling 1,480 tons per month. Collection charges include recycling under a contractual agreement with Waste Management Northwest and a 3.6% state utility tax.

Garbage & Recycling Bi-Monthly Rates

- Residential - Container	Can Size	Pickup	Bi-monthly
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 can (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 Bi-Monthly Rates

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			$1,027.72

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

Recycling

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.

The city of Marysville does not pick up curbside garbage and recycling on Thanksgiving Day, Christmas Day or New Year's Day. If your regular pickup day falls on or after these holidays that week, 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)(a) - $40,000.

Low-Income Disabled Citizena person whose household income meets the Seattle-Bellevue WA HUD metro FMR Area very low income limits, 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, email utilitybilling@marysvillewa.gov, 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 www.marysvillewa.gov and visit the Utility Billing page. Click on the *Forms* button to reach the City Hall/Public Forms folder or visit www.marysvillewa.gov/942/forms.

Questions?
Call: 360-363-8001, or
Email: utilitybilling@marysvillewa.gov

FREQUENTLY ASKED QUESTIONS

Where do I pay my utility bill?

- Pay by mail to our billing vendor: City of Marysville, PO Box 128, Caldwell, ID 83606-0128
- Take your payment to City Hall, 1049 State Ave., or slip it in the brown-colored drop box in the City Hall parking lot
- You can also pay by credit card online at www.marysvillewa.gov. Click *"Online Payments"* or call 360-363-8777

Where does my water come from and does it contain fluoride?

Marysville's water comes from multiple sources including water purchased from the City of Everett, plus several city-owned well and springs. Everett adds fluoride to its drinking water. Marysville water sources (Edwards Springs, Stillaguamish Filtration Plant, and Lake Goodwin well) are not fluoridated. You may receive fluoridated, non-fluoridated or partially fluoridated water depending on water system operation conditions. If you are concerned or have questions about your water sources, call the Water Quality Division at 360-363-8100.

What water restrictions apply in the summer?

Customers are asked to follow the lawn watering schedule that allows you to water every three days. The schedule is published on the city 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, you may rent a temporary container for two weeks. For info, call Utility Billing at 360-363-8001.

Garbage collection during inclement weather?

If snow or other events prevent safe collection of garbage or recycling, the City will collect double on the next collection day or if circumstances permit, later in the collection week. Please see marysvillewa.gov, social media, or announcements regarding collection. The City will collect when safe to do so, as such, there is no credit given as all materials will be collected.

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 pickup?

Call: 360-363-8021
Email: utilitybilling@marysvillewa.gov

Who do I contact about missed recycling pickup?

Call: 360-363-8001, or
Email: utilitybilling@marysvillewa.gov