

ABOUT YOUR UTILITY SERVICES & RATES

As a City of Kirkland resident or business, you most likely receive your water, surface water, sewer (wastewater) and solid waste (garbage collection/recycling) services through the City. Some customers in the northern part of Kirkland receive water and sewer services from the Northshore Utility District. City-provided utility services, in addition to the administrative, customer service and education programs, are fully self-supported through rates paid by users living in single-family and multi-family dwelling units and users operating businesses in commercial properties.

Utility customers include single-family residences, multifamily properties (e.g. apartments, condominiums) and businesses (e.g. tenants in a business complex). Customers are charged for services in accordance with rates that are established by City ordinance. In December 2008, a notice was included in your bill about 2009-2010 rate adjustments for water, sewer and garbage utilities. (No rate adjustments occurred for surface water utility services.)

In addition to rates, your utility bill includes other charges such as basic charges, per unit charges and consumption charges. Individual customers experience different increases depending on usage and choice of garbage carts. Utility customers are billed every two months for services incurred in the previous 60 days.

The operation and maintenance of the infrastructure of utility systems is provided by the Public Works Department. The accounting and billing is provided by the Finance & Administration Department. Administrative and maintenance services are provided by City employees, and in some circumstances, by outside agencies.

Primarily due to increases from the Cascade Water Alliance and King County Wastewater Division, the City increased its water and sewer utility rates. Additionally, rate adjustments for garbage collection carts were implemented to encourage recycling, waste reduction and composting. The purpose of this brochure is to explain the services you receive through utility rates and the rate adjustments.

ABOUT YOUR SEWER SERVICE & RATES

In 1994, King County assumed authority of Metro which was created by voters in 1958 to establish a regional wastewater treatment system based. Sewer utilities, such as the City of Kirkland, no longer built and operated their own waste water treatment plants. They contract with King County to collect and treat the region's wastewater. Local agencies collect wastewater from residences and businesses and transport it to the County's regional system of pipelines, tunnels and treatment plants. The amount the City pays King County for this service is based on the current wholesale monthly sewer rate (approved by the King Council) and the number of customers in the City of Kirkland. The monthly sewer rate you pay to the City includes the wholesale rate plus the rate the City sets to cover its costs in building, operating and maintaining its local collection system.

As a sewer utility customer, the rates you pay fund

- Construction, operation and maintenance of the City's wastewater collection system
- Kirkland's share of the regional wastewater collection, treatment, disposal and biosolids reuse program administered by King County

The City has an aggressive sewer maintenance and capital replacement program resulting in 1 to 2 sewer overflows per year. This preserves public health and water quality for Kirkland citizens.

Primarily due to rate increases from King County Metro in late 2008, the City of Kirkland increased its sewer utility rate for customers. In September, 2008, the City Council authorized the increase to become effective December 1, 2008. The County's rate increase is intended to expand its current utility system and to fund construction of the Brightwater Treatment Facility. King County Metro service charges will increase over \$800,000 for 2009-2010.

2009-2010 Sewer Rate Adjustments*

	Sewer (Wastewater)	Adjustment per month	Bi-monthly adjustment
2008 Rate/Month	\$48.59		
2009 Rate/Month	\$52.54	+\$3.95	+7.90
2010 Rate/Month	\$54.09	+\$1.55	+3.10

*Average rate adjustments shown are for a typical single-family residence.

CUSTOMER SERVICE

City Utility Billing Customer Service

425-587-3150 / utilitybilling@ci.kirkland.wa.us

To request/cancel/hold service, billing inquiries (amount due) and billing concerns other than solid waste services.

Waste Management Customer Service

1-800-592-9995

www.wmnorthwest.com/kirkland

To order carts, report missed collection, ask a question about your multi-family or commercial account, change service levels or questions about any additional charges.

City Utility Maintenance Customer Service

425-587-3900 For concerns about water quality or water/sewer service problems.

City Recycling Assistance

425-587-3812 / recycle@ci.kirkland.wa.us

www.ci.kirkland.wa/recycle For general questions about waste reduction & recycling programs.

UTILITY PAYMENT

- Walk-in: Kirkland City Hall, 123 5th Avenue, Monday-Friday, 8 a.m.-5 p.m. (excluding holidays)
- Mail in: Kirkland City Hall, PO Box 3327, Kirkland, WA 98083
- Online: www.ubpayments.com/kirkland (Allow 3 days for your payment to be applied to your account.)

RECYCLING INFORMATION

- www.ci.kirkland.wa.us/recycle: Information on Kirkland's waste reduction and recycling programs
- www.ecyclewashington.org: Information the new free recycling program for televisions, computer monitors, computers, and laptops
- www.your.kingcounty.gov/solidwaste King County's "What Do I Do With?..." website
- www.yourkingcounty.gov/solidwaste/takeitback Electronics and fluorescent bulb recycling information

Understanding Your Utility Services & Rates

2009-2010 Utility Rate Adjustments



City of Kirkland

123 5th Avenue

Kirkland, WA 98033

www.ci.kirkland.wa.us/utility

ABOUT YOUR WATER SERVICES & RATES

Through its membership with Cascade Water Alliance, the City of Kirkland purchases water from Seattle Public Utilities. The water is then distributed through Kirkland's water distribution system to residential and commercial properties within city limits.

As a water utility customer, the rates you pay fund the

- construction, replacement and rehabilitation of water distribution and storage facilities
- purchase of water from Cascade Water Alliance (CWA)
- ongoing operation and maintenance of the water utility
- City's participation in water quality monitoring programs

Water utility rates are used not only to help fund the development of your future water supply, they support the maintenance and replacement of the existing infrastructure which is specific to the City of Kirkland and its customers. The City participates in maintenance programs to conform to federal (U.S. Environmental Protection Agency) and state (Washington Department of Health) standards for water quality such as backflow prevention, coliform monitoring, and maintaining healthy chlorine residual levels. Additionally, utility rates support the replacement of water mains and services including meters, fire hydrants, and reservoir facilities.

The City has an aggressive water maintenance and capital replacement program resulting in about 1 to 2 main breaks caused by pipe fatigue per year (not breaks caused by contractors hitting water mains during construction). This assures uninterrupted water supply to City customers.

In late 2008, water rates were increased by CWA and passed onto member cities, including Kirkland. Additionally, inflation and labor costs increased. These two factors necessitated a rate increase for water services. Effective December 1, 2008, CWA raised its rate by 14.66%, increasing the City's cost of water by \$466,248 in 2009.

2009-2010 Water Rate Adjustments*

	Water (Includes Irrigation)	Adjustment per month	Adjustment per bi-monthly statement
2008 Rate/Month	\$31.68		
2009 Rate/Month	\$33.60	+\$1.90	+3.80
2010 Rate/Month	\$35.60	+\$2.02	+4.04

*Assumes base rate and an additional 7 units.
1 unit = 100 cubic feet = 750 gallons

Quick Facts

- The City's Sewer Division maintains and operates over 116 miles of sewer mains, 6 sewer life stations, and 2,980 sewer manholes to prevent sewer overflows.
- The City's Water Division operates and maintains 165 miles of water distribution lines, 3 pump stations, and 2 storage reservoirs.
- In 2007, Kirkland's single-family residential recycling program tied with the City of Bellevue in achieving the highest recycling diversion rate in King County at 69%.
- In June, 2008, the single-family residential recycling rate hit an all-time high of 75.6%. The Commercial Organics Recycling Program saw an increase in the number of participants from 12 in 2007 to 65 in 2008 and the amount of waste collected grew from 57 tons in 2007 to 198 tons in 2008.

***Average rate adjustments shown are for a typical single-family residence**

ABOUT YOUR SOLID WASTE SERVICES & RATES

Waste Management, Inc. (WMI) is under contract with the City of Kirkland through September 2010 to collect single family, multifamily, and commercial garbage, recycling, and organics (e.g. food and yard waste). WMI provides equipment and labor to transport garbage to transfer stations for later disposal at the Cedar Hills landfill; to sort and market recyclable commodities transported by WMI to the Cascade Recycling Center; and to transport yard waste and food scraps to Cedar Grove Composting.

As a solid waste utility customer, the rates you pay help to fund

- contract services provided by Waste Management, Inc. including garbage and recycling collection and disposal
- billing services provided by the City of Kirkland
- education and outreach programs administered by the City of Kirkland that encourage waste reduction, such as recycling and composting.

In October 2008, the Kirkland City Council approved a "cost of service" rate structure for City solid waste customers. This model enables the single-family residential and multi-family/commercial customers to proportionally pay for services available within the three sectors. The new rate model also enables all customers to control what they pay by recycling more, reducing waste, and downsizing their garbage cart or dumpster.

Solid Waste Rate Adjustments

Cart Size	2008 Rate/Mo	2009 Rate/Mo	Bi-monthly Statement
35 gal (monthly)	\$6.92	\$4.03	-\$5.78
20 gallon	\$12.69	\$9.98	-\$5.42
35 gallon	\$19.67	\$17.46	-\$4.42
64 gallon	\$27.11	\$31.92	\$9.62
96 gallon	\$43.26	\$47.88	\$9.24

Commercial & Multi-family: Dumpsters*

	3-cubic yard/1x per week	Bi-monthly Statement
2008 Rate/Month	\$153.71	
2009 Rate/Month	\$145.71	-\$15.68

	4-cubic yard/1x per week	Bi-monthly Statement
2008 Rate/Month	\$183.07	
2009 Rate/Month	\$182.33	-\$1.48

	6-cubic yard/1x per week	Bi-monthly Statement
2008 Rate/Month	\$239.56	
2009 Rate/Month	\$254.20	\$29.28

*7 dumpster sizes are available

**Above is an example. For more information on the rates for your garbage service, go to www.ci.kirkland.wa.us/depart/utility (Select Commercial Accounts, then Garbage.)