

Welcome to Kirkland

Helping new residents understand Kirkland's utility services



City of Kirkland Utility Billing

(425) 587-3150

utilitybilling@kirklandwa.gov

- Sign up for new service
- Utility Billing payment questions
- Request vacation service hold
- Request service for customers with disabilities

City of Kirkland Recycling Hotline

(425) 587-3812

recycle@kirklandwa.gov

Contact for all your recycle, compost, and trash questions



KirklandEnviro



www.facebook.com/KirklandEnviro

Waste Management

1 (800) 592-9995

- Report missed pick-up
- Change cart size
- Replace missing/damaged cart
- Request carryout service
- Request CFL Bulb Recycling bag
- Schedule electronics recycling pick-up



City of Kirkland Billing and Collection Procedures

Water, sewer, and garbage services are billed on a bi-monthly basis. Charges are due at the time of billing. If not paid within 30 days, a 10% penalty is added to the account. At 56 days from the billing date, the water will be shut off for non-payment. As a courtesy, a shut-off tag may be hung on your door before the water service is disconnected. The fee for the shut-off tag is \$20. The fee for shutting off the water is \$40. Once the water is shut off, it will not be restored until all charges, penalties, and fees have been paid in full. If the account is paid before 3 p.m., there is no additional charge to turn the water on the same day. After 3 p.m., a \$50 after-hours fee will be charged.

Unpaid utility bills may be sent to collection. All charges for water, sewer, and garbage service (including penalties and interest) when unpaid and delinquent are an unrecorded lien upon the property to which the service is rendered. If an account becomes two or more utility bills past due, City of Kirkland reserves the option to record a lien upon the property per Kirkland Municipal Code 16.12.040. The current charge for lien filing is \$140.00.

If you are a new property owner, please be aware that if the previous owner's final utility bill remains unpaid, the charges are transferred to the new property owner's account.

Payment Options

Online

- **Paymentus** offers email billing notifications and allows automatic recurring payments processed on the due date of your bill. One time payments are posted to your account within 2 business days. Accepts Visa, Mastercard or check. You will need the account number.

To access this payment option, visit www.kirklandwa.gov/paymentus

Pay by Phone

Call our automated payment processing system at 1-855-498-9970 and pay with Visa, Mastercard or check

Check

- Mail to P.O. Box 3865
Seattle, WA 98124-3865
- Place in drop box located outside the north entrance of City Hall
- Pay in person at the cashier in City Hall during regular business hours

Cash

Pay in person at the cashier in City Hall during regular business hours



Reduced Rate for Low Income Customers

If you are at least 62 years of age or disabled according to Social Security criteria, and live in a single-family residence, you may qualify for a reduced utility rate. For more information, call Kirkland Utility Billing at (425) 587-3150. Household income requirements:

- Married: \$3,691.66 or less
- Single: \$3,229.16 or less

"Kirkland Cares" Donations

This voluntary donation program allows the City to collect donations through utility bills. Customers' donations are sent in their entirety to Hopelink to help struggling families pay their water/sewer/garbage utilities and provide food and shelter, prevent homelessness, and provide ongoing support to help families move out of crisis and get back on their feet.

If you need assistance from this program, contact Hopelink at (425) 889-7880.

Tenant Billing

Property owners can authorize the utility bill to be sent to the tenant by completing the Tenant Billing Form. The fee for the Tenant Billing Form is \$10. The original bill is sent to the tenant and any delinquent notices will be sent to both tenant and owner. This form remains in effect until revoked in writing by the owner. Owners will need to pro-rate bills between tenants. The Tenant Billing Form is available on www.kirklandwa.gov. Search for "tenant billing".

Rates

Rates provided are for two months and do not include applicable taxes and fees. Bills are mailed on a bi-monthly basis.

Water (1 unit = 100 cubic feet = 748 gallons)

Residential:	Bi-Monthly Basic	\$43.14 includes 4 units
	Plus Consumption: 5-24 units/2 months	\$5.17/1 unit
	25+ units/2 months	\$6.80/1 unit
Senior Rate:	50% discount on basic rate	\$21.57 per 2 month billing cycle

Sewer (Residential sewer rates are based on winter average water consumption)

Residential:	Bi-Monthly Basic	\$123.60 per billing cycle for the first 6 units of average winter consumption (AWWC), plus \$5.18 per unit of AWWC beyond the first 6 units.
Senior Rate:	25% discount on basic rate	\$92.70 per 2 month billing cycle

Garbage

Cost includes carts and weekly 64-gallon recycling and 96-gallon yard waste service. Alternative recycling and yard waste cart sizes available upon request.

Garbage Cart Size:	Cost	Service Frequency
35 gallon	\$14.48	Collected once a month
10 gallon	\$17.94	Collected once a week
20 gallon	\$35.84	Collected once a week
35 gallon	\$55.80	Collected once a week
64 gallon	\$102.00	Collected once a week
96 gallon	\$153.00	Collected once a week

Additional charges for items that do not fit inside carts with the lid closed

- Extra garbage (up to 32 gallons per charge) = \$6.71
- Extra yard/food waste (up to 32 gallons per charge) = \$5.95
- Residential Hazardous waste fee: \$1.96
- The effect of utility tax: Solid Waste and Sewer 10.5%, Water 13.38%

Recycling, Composting, and Garbage Collection Services

The City of Kirkland contracts with Waste Management for the collection and processing of your recycling, composting, and garbage. Per Kirkland Municipal Code 16.08.040, all residences are required to have garbage service. Recycling and composting services are provided at no additional cost. Services are provided every week, year round. For more information on your collection day, call Waste Management at 1-800-592-9995.

Cart Placement Guidelines

- Carts must be out by 7 a.m. and placed two feet apart from each other.
- Carts should be placed out no earlier than 24 hours before your service day and removed from public property no later than 24 hours after service is provided.
- Where available, place carts in grass planter strips between curb and sidewalk.
- Where planter strips are not available, be courteous and do not place carts out in such a way that restricts reasonable and safe use of the street, sidewalks, or bicycle lanes by pedestrians, bicyclists, and automobiles.

Holiday Schedule



Collection service is provided on all holidays except Thanksgiving, Christmas Day, and New Year's Day. If your collection day falls on or any day after one of these holidays, your scheduled collection will be delayed by one day that week only. For example, if the holiday falls on a Thursday, the Thursday customers will receive service on Friday and Friday customers will receive service on Saturday.

Weather Delays

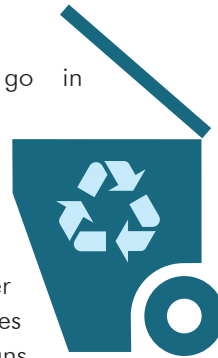
If weather conditions delay collection, Waste Management will collect up to twice as much garbage, recycling, and yard waste on your next collection day at no extra charge. No credits will be issued for collection delays due to weather. Visit www.wmnorthwest.com/weatherboard for up-to-date weather delay information.

Report Missed Pick-Up/Change Service Level/Replace Missing or Damaged Carts

Call Waste Management at 1-800-592-9995. Changing garbage service levels more than once per year may result in a re-delivery fee of \$28.79.

Recycling

All your recyclables go in your blue cart. Make sure recyclables are clean and placed loosely (out of bags/boxes) so that they can easily be sorted after collection. Recyclables include aluminum/tin cans, newspaper/mixed paper, plastic and glass bottles/jars, food/milk cartons, and scrap metal no longer than 2' in length and less than 35 pounds.



Compost

All your compostables go in your gray cart. Compostables include yard trimmings (grass, leaves, weeds, branches no more than 3' long), food scraps, food-soiled paper (pizza boxes and paper towels), and shredded paper.

Absolutely no rocks, animal waste, hazardous waste, rubber, plastics, glass, and metal in your gray carts. Carts should weigh no more than 200 pounds. Overweight carts will not be collected. Extra yard waste is \$5.95 (up to 32 gallons per charge).

Garbage

All your garbage goes in your green cart. Make sure that items you place in your garbage are those that cannot be recycled, composted, or donated. Extra garbage that does not fit inside your cart with the lid closed is \$6.71 (up to 32 gallons per charge).

New customers will receive a welcome packet from Waste Management which includes a comprehensive guide for each cart and other special collection programs. If you did not receive a guide, go to www.kirklandwa.gov/recycle to download the guide or contact the Kirkland Recycling Hotline at (425) 587-3812 or recycle@kirklandwa.gov.

Welcome to the Neighborhood!

DID YOU KNOW that Kirkland has thirteen neighborhoods with active neighborhood associations? The City values these community organizations, which are completely voluntary and free for residents to participate. Neighborhood associations are an effective way to get to know your neighbors, discover what's happening in your community and get involved.

To learn what neighborhood you live in and what neighborhood programs are available from the City, visit the City of

Kirkland Neighborhood Services webpage at www.kirklandwa.gov/neighborhoods

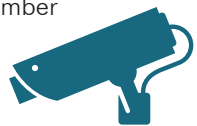
Sign Up to Stay Updated
Want to know what's happening in your City? Receive a weekly email newsletter of timely news & events: www.kirklandwa.gov/news

FOLLOW US on social media to be a part of the community conversation.

- @kirklandwa.gov
- @kirklandgov
- @kirklandgov

Security Alarm Registration

In an effort to reduce the number of false alarms, residents of false alarms, residents must register their monitored and non-monitored security systems with the City. Fill out the Alarm Registration Application on www.kirklandwa.gov or call (425) 587-3142.



City Department Phone Numbers

City Hall: 123 5th Avenue

Open Monday-Friday from 8 a.m. to 5 p.m.

Reception desk: (425) 587-3000

www.kirklandwa.gov



Department	Phone Number	Department	Phone Number
Emergency	911	Municipal Court	425-587-3160
Police Dept. (non-emergency)	425-587-3400	Parks and Community Service	425-587-3300
Fire Dept. (non-emergency)	425-587-3650	Planning and Zoning	425-587-3600
Building	425-587-3600	Public Works - Maintenance	425-587-3900
Business Licensing	425-587-3140	Public Works - Engineering / Traffic	425-587-3800
Cemetery	425-587-3111	Security Alarm Registration	425-587-3142
City Clerk	425-587-3190	Utility Billing	425-587-3150

Kirkland, WA

Resident

City of Kirkland
 Utility Department
 123 5th Avenue
 Kirkland, WA 98033