

City of Anacortes  
Utility Rates & Information  
January 2016

The City of Anacortes provides water, storm drain, sewer, and solid waste services. City of Anacortes Utility rates are established by ordinance.

The City of Anacortes bills monthly minimum charges (base fees) for services whether or not the services are used; for example, the water meter is turned off and / or the house is vacant.

Base fees are designed to recover a portion of the fixed costs of the City's utility operation. These costs include maintenance of treatment facilities, meter equipment, debt service, depreciation and customer service costs for meter reading and billing.

**WATER and SEWER RATES:**

When you turn on the faucet, you expect clean running water. Our Public Works employees make sure the water pipeline from the Water Treatment Plant and underneath our city keep the water flowing to your home or business so that you have quality, clean water on demand.

When you run the dishwasher, take a bath or flush the toilet, you expect the used water to go away. Our Public Works Maintenance employees make sure your used water travels to our Wastewater Treatment Plant. There, sewer water is properly treated and returned to the natural waterways.

The size of the water meter determines both the water and sewer base charges. Base fees are charged whether or not there is any water use.

Meter Size in Inches	Water Base Fee Monthly Charge		Sewer Base Fee Monthly Charge	
	Residential	Commercial	Residential	Commercial
5/8" x 3/4"	\$13.66	\$20.49	\$31.99	\$31.99
3/4"	\$13.66	\$20.49	\$38.40	\$38.40
1"	\$22.82	\$34.22	\$44.80	\$44.80
1.5"	\$45.49	\$68.24	\$57.60	\$57.60
2"	\$72.82	\$109.23	n/a	\$92.80
3"	n/a	\$218.46	n/a	\$351.99
4"	n/a	\$341.42	n/a	\$447.99

The water and sewer consumption amount are both based on the water usage. Consumption is measured in cubic feet. One hundred cubic feet equals 748 gallons.

Consumption Charge Classification	Water per 100 Cubic Feet		Sewer per 100 Cubic Feet	
	Residential	Commercial	Residential	Commercial
	\$1.52	\$2.28		
SIC 1			\$2.28	\$2.28
SIC 2			n/a	\$2.84
SIC 3			n/a	\$5.54
SIC 4			n/a	\$0.90
SIC 4: BOD per pound			n/a	\$1.19
SIC 4: TSS per pound			n/a	\$0.73

SIC: Sewer Industrial Classifications

BOD / TSS: Biochemical Oxygen Demand / Total Suspended Solids

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Sewer consumption charges are based on water use, assuming that most water that comes in through the water meter goes out through the City sanitary sewer system.

**Single Family Residential Sewer “Cap”:**

Many homes use more water during the warmer summer months that is not discharged through the sewer, mostly due to yard watering. Because that water use increase does not increase the sewer use, the City sets a “cap” on sewer consumption charges. The cap is calculated by taking the water use for November, December, January and February and dividing it by four. This average, along with the sewer base charge, determines the sewer maximum charge, which is applied to the account beginning in April. Adjustments due to leaks or misreads during the averaging period are factored in.

Average Winter Water Use - AWWU

Meter Size in Inches	0-600 CF	601-800 CF	801-1,000 CF	1001-1,500 CF	Over 1,500 CF
5/8" x 3/4"	\$45.65	\$50.21	\$54.76	\$66.15	No Limit/Actual Use
3/4"	\$52.06	\$56.61	\$61.17	\$72.55	No Limit/Actual Use

**STORM DRAIN**

Whenever it rains or the snow melts, the water flows over the land surface heading to the nearest lake, storm water pond or ditch, carrying with it debris and pollution. This commonly is referred to as storm water runoff and the city has a legal responsibility to manage surface water in the community. Wherever you live in the community, surface water affects everyone in Anacortes.

The monthly fee for storm drain funds the operation, maintenance and administration of the city stormwater utility. Each residential unit (ERU) is equivalent to two thousand square feet of impervious surface area. Commercial properties may be charged for additional ERUs based on their impervious surface area.

Single Family Residential (flat fee)	\$5.00
Commercial per ERU per Month	\$5.00

**REFUSE, RECYCLABLES and ORGANICS**

When you set your City issued trash totes out each week, you expect them to be emptied. Our Solid Waste employees help to make sure your household is free of stinky trash and potential health risks. This division provides this public health service as well as other services that keep our city and your neighborhood clean.

The City contracts with Waste Management Northwest to provide weekly collection of recyclables. Residential customers and restaurants may also sign up for Organics collection (yard waste and food scraps), also serviced by Waste Management. Please call Waste Management Northwest at 800-592-9995 for service information.

Service Type	Tote Size	Monthly Rate	Additional Totes per Tote	Maximum # of Totes
Refuse	21 gallon	\$7.08	Not Available	One (1)
Refuse	32 gallon	\$13.16	\$13.16	Three (3) Residential Five (5) Commercial
Recyclables	32, 64, or 96 gallon	\$9.11	\$9.11	No Limit
Organics	32, 64, or 96 gallon	\$11.13 Residential	\$11.13	No Limit
	96 gallon	\$16.19 Restaurant	\$16.19	

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**Additional Refuse**

Place extra refuse in "City Garbage Bags": blue, heavy-duty 32-Gallon capacity bags available for purchase at City Hall and various retail outlets throughout Anacortes.

Please call the Solid Waste Department at 360-293-1921 for information on changing your refuse service, special hauls, appliance removal, free cleanup days, and holiday pick-up schedules.

Please call Waste Management Northwest at 800-592-9995 for information on Recycling and Organics service.

City Garbage Bags per Bag	\$4.05 plus tax
Non-refrigerated Appliance	\$25.30
Refrigerated Appliance	\$35.42
Special Haul per cubic yard	\$35.42

**Refuse – Permanent Container Rates**

Commercial accounts are eligible to have permanent refuse dumpster. Prices below are for one scheduled pick up per week (minimum).

Please call the Solid Waste Department at 360-293-1921 for information on changing your container size, number of weekly pick-ups, or requesting extra pick-ups.

Container Size	Monthly Rate per Container	Additional Scheduled Weekly Pick Up	Extra Collection – On Request
1.5 Cubic Yard	\$96.14	\$96.14	\$25.30
2 Cubic Yard	\$116.38	\$116.38	\$30.36
3 Cubic Yard	\$166.98	\$166.98	\$40.48
6 Cubic Yard	\$328.90	\$328.90	\$86.02
8 Cubic Yard	\$440.22	\$440.22	\$111.32

**Refuse – Temporary Container Rates**

Temporary container (dumpster) rental is available to residential and commercial customers.

A signed contract and pre-payment of Delivery Fee is required.

The Delivery Fee includes set-up, seven day rental, and removal. Additional daily fees and extra pick-ups are billed to the property utility account.

Please call the Solid Waste Department at 360-293-1921 for pick-up/empty and removal.

Container Size	Delivery Fee with Tax	Daily Fee - after 7 Days	Extra Collection – On Request
1.5 Cubic Yard	\$111.55	\$3.04	\$55.66
2 Cubic Yard	\$129.17	\$4.05	\$65.78
3 Cubic Yard	\$152.65	\$5.57	\$80.96
6 Cubic Yard	\$217.24	\$10.12	\$131.56
8 Cubic Yard	\$264.21	\$15.18	\$166.98

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**Drop Box Container Rates**

Please call the Solid Waste Department at 360-293-1921 for pick-up/empty and removal.

**Temporary Drop Box Rental**

Container Size	Delivery Fee with Tax	Daily Fee - after 7 Days	Haul Fee	Tonnage Fee per Ton
10 or 30 Cubic Yard	\$266.47	\$3.38	\$166.98	\$89.00

Container Size	Delivery Fee	Monthly Rate	Tonnage Fee per Ton
10 or 30 Cubic Yard	\$75.90	\$101.20	\$89.00

Container Size	Compactor Box Haul Fee	Non-Compactor Box Haul Fee
10 or 30 Cubic Yard	\$187.22	\$166.98

**Outside City Limits**

Accounts outside the city limits served by city water are also assessed a 50% surcharge on top of the total water charge. Solid waste and sanitary sewer services are not available outside of City limits.

**Irrigation Meter**

Irrigation meters are billed for water base fees and consumption only. Irrigation meters are billed at residential rates for single-family residential property; otherwise, they are billed at commercial rates. Irrigation meters that serve a common area are billed at commercial rates.

**Water Leaks**

The customer is responsible for repairs on the house side of the meter. If you suspect a leak on the City's side of the meter box, or if you need assistance locating your meter box, please contact the Water Maintenance Department at (360) 293-1921.

After repairs have been made, you may be eligible for an adjustment on your City Utility bill. The "Leak Account Review Application" with details and requirements is available online or at City Hall.

**Utility Billing**

Billing statements cover service for the full calendar month. Bills are mailed out by the 15th of the following month and are due on the last business day of each month. The due date is printed on the bill. If you make a payment after the due date, the next billing statement may include the past due balance.

**Payment Options**

You may apply to have your city utility bill deducted directly from your checking or savings account. Applications are available online or at City Hall.

Cash payments, as well as payments by check, Discover Card, MasterCard and Visa, can be made at the Utility payments desk, second floor, City Hall Municipal Building at 904 6th Street, corner of 6th St and Q Ave, behind the US Post Office.

Payments by check can be sent to our mailing address at City of Anacortes, PO Box 410, Anacortes, WA 98221-0410. City of Anacortes utility payments by check may be mailed in the envelope included with your billing statement. Check payments may also be deposited in our secure drop box located in our north parking lot at 5th Street and Q Avenue. Do not mail cash or place cash in the payment drop box.

You can pay by telephone at no extra charge through our secure automated telephone payment system powered by Paymentus Corporation, please call (855) 288-4093. You may pay by check, Discover Card, MasterCard, or Visa.

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Visit our website at [www.cityof.anacortes.org](http://www.cityof.anacortes.org), Utility Billing, Pay Online Now, to make a one-time online payment or to schedule regular monthly payments powered by Paymentus Corporation at no extra charge. You may pay by ECheck, Discover Card, MasterCard, or Visa.

#### Delinquent Utility Payments

Accounts not paid in full by the second month will be subject to additional fees and disconnection of water service. If you use a bill paying system through your bank or online service, please allow adequate time for processing of your payment to avoid delinquency on your account.

If you receive a bill with a “disconnect notice”, payments should be made in person at our office at 904 6th Street in the City Hall Municipal Building, second floor before 10 AM on the due date given on your notice. Failure to do so may result in disconnection of water service and an additional service fee.

DO NOT mail in payments or use an online bill pay service for “disconnect notices” as payment may not reach us in time to avoid disconnect and additional service fees. Charges continue to accrue whether or not the water meter is off.

#### Utility Discount Program

The Utility Discount Program (UDP) helps you stay current on utility payments by offering a discount of 20% on your City of Anacortes Utility Bill (water, storm drain, sewer, refuse, recycling). This program is available for City of Anacortes residents who meet income eligibility requirements. The discount can only be applied to residential customer accounts with a 5/8”x3/4” water meter (unless the account is not billed for water service.)

#### Financial Assistance

If you are having trouble making your utility payment, agencies are available to assist you. You may contact North Sound 2-1-1 for assistance referrals. Just dial 2-1-1 on your telephone.

#### Contact Us

CITY OF ANACORTES

In person: 904 6th St, Anacortes

By Mail: PO Box 410 Anacortes WA 98221

Billing phone: (360) 293-1909

Billing fax: (360) 293-1928

Service phone: (360) 293-1921

Pay by phone: (855) 288-4093

E-mail: [utilitybilling@cityofanacortes.org](mailto:utilitybilling@cityofanacortes.org)