

CITY OF LYNNWOOD
ORDINANCE NO. 3393

AN ORDINANCE OF THE CITY OF LYNNWOOD, WASHINGTON,
RELATING TO UTILITY ACCOUNTS AND PAYMENTS, SPECIAL UTILITY
RATES, AND UTILITY REBATES; REPEALING LMC 13.20.080;
ADOPTING A NEW LMC 13.20.080; AMENDING CHAPTER 13.34
LMC; AND PROVIDING FOR AN EFFECTIVE DATE, SEVERABILITY,
AND SUMMARY PUBLICATION.

WHEREAS, the city of Lynnwood owns and operates utilities for domestic water, sanitary sewerage (wastewater), and stormwater sewerage; and

WHEREAS, the city of Lynnwood provides special utility rates and utility charge rebates to aid and support qualifying low-income households within Lynnwood; and

WHEREAS, on February 29, 2020, in response to the COVID-19 pandemic, Governor Inslee issued Proclamation 20-05, proclaiming a State of Emergency for all counties throughout Washington State; and

WHEREAS, on March 18, 2021, Governor Inslee issued Proclamation 20-23.15, prohibiting all energy, telecommunications, and water providers from disconnecting residential customers from service or charging fees for late payment; and

WHEREAS, Proclamation 20-23.15 specifies that the ratepayer protections shall be extended until termination of the COVID-19 State of Emergency or July 31, 2021, whichever occurs first; and

WHEREAS, within the city of Lynnwood, there are numerous residential and commercial utility accounts currently in arrears; and

WHEREAS, COVID-19's financial impacts upon Lynnwood's utilities and its customers created a need to review Lynnwood's utility regulations, including provisions that benefit low-income households, to ensure those regulations support equitable and efficient administration; and

WHEREAS, the wording and structure of LMC 13.20.080, which contains regulations for special utility rates and rebates for qualifying low-income households, lacks clarity, and it is paramount that the construct of these provisions support access to the benefits offered; and

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42 WHEREAS, the utility flexible payment plan specified in LMC 13.34.070 requires payment
43 in full of the past-due account balance within a period of only 14 days, which does not provide
44 adequate accommodation for Lynnwood households struggling financially because of the COVID-
45 19 pandemic; and

46
47 WHEREAS, it is in the public’s interest that utility customers pay utility charges associated
48 with their residences and businesses, and thereby preclude the need to discontinue water
49 service, impose penalties and/or liens when allowed, or recover lost utility revenue through
50 future rate increases; and

51
52 WHEREAS, the City Council finds that the provisions of this ordinance are in the best
53 interest of the public’s health, safety, and welfare;

54
55 NOW THEREFORE, THE CITY COUNCIL OF THE CITY OF LYNNWOOD, WASHINGTON, DO
56 ORDAIN AS FOLLOWS:

57 Section 1. LMC 13.20.080 is repealed. The provisions contained in Exhibit A to this Ordinance
58 are adopted and codified as LMC 13.20.080.

59
60 Section 2. Chapter 13.34 LMC is amended as provided by Exhibit B to this Ordinance.

61
62 Section 3. Severability. If any section, subsection, sentence, clause, phrase or word of this
63 Ordinance should be held to be invalid or unconstitutional by a court of competent jurisdiction,
64 such invalidity or unconstitutionality thereof shall not affect the validity or constitutionality of
65 any other section, sentence, clause, phrase or word of this Ordinance.

66
67 Section 4. Effective Date and Summary Publication. This ordinance, being an exercise of a
68 power specifically delegated to the City legislative body, is not subject to referendum and shall
69 take effect and be in full force five (5) days after its passage, approval, and publication of an
70 approved summary thereof consisting of the title.

71
72 PASSED BY THE CITY COUNCIL, the 12th day of July 2021.

73
74 APPROVED:
75 Nicola Smith 7/13/2021
76
77 Nicola Smith, Mayor

78
79 ATTEST/AUTHENTICATED:
80 Karen Fitzthum
81
82 Karen Fitzthum, Interim City Clerk

83
84 APPROVED AS TO FORM:
Rosemary Larson
Rosemary Larson, City Attorney

Exhibit A, Ordinance 3393

EXHIBIT A
ORDINANCE 3393

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13.20.080 Special utility rates and rebates.

A. As provided and specified by the provisions of this section, qualifying low-income households shall be eligible to receive either special utility rates or a rebate on charges paid for water, sewer, and stormwater utility service.

1. Eligible residences must be within the corporate boundary of the city of Lynnwood and served by city of Lynnwood utilities.
2. Special utility rates and rebates apply to base rates, and volume charges as specified, for water, sewer, and surface water. Special utility rates and rebates do not apply to any other fee or to related utility taxes.
3. To be approved, applications for special utility rates or rebate shall include all information required by this section and be submitted during the specified timeframes.
4. Households may be approved for a maximum of one special rate or rebate.
5. LMC 13.20.080I states special rates for water service. Special rates for sewer service are provided in LMC 14.40.040. Special rates for storm water service are provided in LMC 13.35.070. The Income Levels A, B, and C used in the City code shall have the same meaning as income thresholds 1, 2, and 3 as defined by RCW 84.36.383.
6. The mayor is authorized to develop administrative policies and rules necessary for implementation of this section.
7. Table 13.20.080A.7 summarizes the application and renewal periods, and the owner or renter occupied requirements for each special rate or rebate program, as follows:

Table 13.20.080A.7 Summary of Special Rate and Rebate Programs					
	Application Period	Renewal Period	Single Family Residence	Multifamily Residence	Mobile Home
Subsection B. Residence with approved Snohomish County property tax exemption and a Lynnwood utility account. Special utility rate	Any	Jan. 1 – Dec. 31	● Owner occupied	● Owner occupied	● Owner occupied
Subsection C. Residence with approved Snohomish County property tax exemption without Lynnwood utility account. Utility charge rebate	Jan. 1 – Nov. 1	Jan. 1 – Nov. 1	-	● Owner occupied	● Owner occupied
Subsection D. Residence receiving Washington State Assistance. Special utility rate	Any	Nov. 1 – Dec. 31	● Owner or renter occupied	-	-
Subsection E. Residence receiving Edmonds School District Free and Reduced-Price Meals. Utility charge rebate	Aug. 1 – Oct. 31	Aug. 1 – Oct. 31	● Owner or renter occupied	● Owner or renter occupied	● Owner or renter occupied
Subsection F. Low-income resident 61+ years of age or with a disability. Utility charge rebate	Jan. 1 – Aug. 31	Jan. 1 – Aug. 31	● Owner or renter occupied	● Owner or renter occupied	● Owner or renter occupied
Subsection G. Resident with medical necessity to utilize large	Any	-	● Owner or	● Owner or	● Owner or

Exhibit A, Ordinance 3393

Table 13.20.080A.7 Summary of Special Rate and Rebate Programs					
	Application Period	Renewal Period	Single Family Residence	Multifamily Residence	Mobile Home
quantity of water. Special utility rate			renter occupied	renter occupied	renter occupied
Subsection H. Preservation of mobile home park. Special utility rate	Any	-	-	-	● Owner or renter occupied

24 B. Special utility rate based on Snohomish County real property tax exemption.

- 25 1. The residential single-unit property, multiple-unit, or mobile unit shall have a valid property tax
 26 exemption from the Snohomish County Assessor, pursuant to RCW 84.36.381 through 84.36.385.
- 27 2. A qualifying resident shall own and occupy the dwelling as their principal residence and have a
 28 household income level in accordance with RCW 84.36.381.
- 29 3. Upon verification of eligibility, the special utility rate shall be applied to the next billing period and
 30 shall continue through the remainder of the calendar year. Reapplication for each subsequent
 31 calendar year is required.
- 32 4. Applications for this special utility rate shall be accepted throughout the calendar year.
 33 Applications for the subsequent calendar year shall be accepted January 1 through December 31.
- 34 5. The amount of the special utility rate shall be based upon the income level designated by the
 35 Snohomish County Assessor as provided by Table 13.20.080B.5.

Table 13.20.080B.5			
Income Level Status Designated on Approved Property Tax Exemption	A	B	C
Special Utility Rate (percent of base rate and volume charges)	40%	45%	50%

36 C. Annual utility charge rebate based on Snohomish County real property tax exemption.

- 37 1. An annual rebate on utility charges shall be available to a qualifying owner and occupant of a
 38 residential multiple-unit or a mobile home unit without an individual water meter and without a city
 39 of Lynnwood utility account (i.e., owner and occupant of a condominium or of a mobile home in a
 40 mobile home park).
- 41 2. To qualify for a rebate for the current calendar year, applications shall be accepted January 1
 42 through November 1 and demonstrate the applicant resided in the residential multiple-unit or
 43 mobile home for the full calendar year.
- 44 3. The amount of the annual rebate of utility charge rates shall be based upon the income level
 45 designated by the Snohomish County Assessor’s Office as provided by Table 13.20.080C.3, and shall
 46 be the stated percentage of the base rate for that type of account, assuming water usage within the
 47 minimum 10 CCF allowance.

Table 13.20.080C.3			
Income Level Status Designated on Approved Property Tax Exemption	A	B	C
Annual Utility Charge Rebate (percent of base rate)	40%	45%	50%

48 D. Special utility rate based on Washington State assistance programs.

- 49 1. A special utility rate based on Washington State assistance programs shall be available to a
 50 qualifying resident of a residential single-unit under this Section D.

Exhibit A, Ordinance 3393

51 2. A qualifying resident of a residential single-unit shall have an award letter from the state of
52 Washington for Temporary Assistance to Needy Families (TANF) or Supplemental Nutrition
53 Assistance Program (SNAP) that covers at least a portion of the year for which the special utility rate
54 is requested.

55 3. Applicants shall occupy the residential single-unit as their principal residence and provide proof
56 that they reside at the address and are responsible for their city of Lynnwood utility bills.

57 4. Upon verification of eligibility, the special utility rate shall be applied to the next billing period and
58 shall continue through the remainder of the calendar year. Reapplication for each subsequent
59 calendar year is required.

60 5. Applications for this special utility rate shall be accepted throughout the calendar year.
61 Applications for the subsequent calendar year shall be accepted from November 1 to December 31.

62 6. The amount of the special utility rate shall be 40 percent of the bimonthly base rate and volume
63 charges.

64 E. Annual Rebate Based on Edmonds School District Free and Reduced-Price Meals.

65 1. An annual rebate on utility charges based on Edmonds School District free and reduced-price
66 meal programs shall be available to a qualifying resident of a residential property under this
67 subsection E.

68 2. A qualifying resident shall have an award letter from the Edmonds School District for free and
69 reduced-price meals for a child residing in the residence for all or a portion of the 12-month period
70 for which the rebate is requested.

71 3. A qualifying resident shall occupy the residence as their principal residence as either owner or
72 renter, for a minimum of six months, and shall be responsible for the rent or mortgage payments for
73 the residence.

74 4. Applications for this rebate on utility charges shall be accepted from August 1 to October 31.
75 Reapplication for subsequent years shall be accepted from August 1 to October 31.

76 5. Upon approval of the application, the rebate shall apply to utility charges occurring from October
77 1 in the prior year to September 30 of the rebate payment year.

78 6. The amount of annual rebate shall be up to 50 percent of the base rate for the type of account,
79 assuming water usage within the minimum 10 CCF allowance, and prorated for the number of
80 months that the applicant resided at the address.

81 7. Each year, the total amount of funds authorized and available for this rebate shall be \$100,000,
82 and the total amount of rebates given to qualifying applicants in any year shall not exceed that
83 amount. Depending on the number of eligible applicants, the amount of rebate awarded to a
84 qualifying resident may be less than 50 percent of the base rate paid by that applicant during the
85 rebate period. An equal percentage shall be awarded to applicants of each account type.

86 F. Annual rebate based on income level and age or disability.

87 1. An annual rebate on utility charges based on income level and age or disability shall be available
88 to a qualifying resident of a residential property under subsection F.

89 2. A qualifying resident shall be at least 61 years of age or living with a disability and have a
90 household income that is less than 70 percent of the Washington State area median income (AMI)
91 as published by the Washington State Department of Social and Health Services (DSHS).

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92 3. A qualifying resident shall occupy the property receiving utility services with or without a utility
93 account as their principal residence as an owner or renter for a period of not less than six months.
94 Applicants shall confirm they are responsible for the rent or mortgage payments for the residence.

95 4. Applicants with a disability shall provide written proof of disability, such as a disability award
96 letter from the U.S. Social Security Administration or US. Department of Veterans Affairs; a
97 permanent disabled parking privilege issued by the Washington State Department of Licensing; or a
98 Proof of Disability statement completed by a licensed physician.

99 5. Applications for this rebate on utility charges shall be accepted from July 1 to August 31 for the
100 annual period from June 1 of the prior year to May 31 of the rebate year. Reapplication for
101 subsequent years shall be accepted from June 1 to August 31.

102 6. The amount of annual rebate shall be up to 50 percent of the base rate for the type of account,
103 assuming water usage within the minimum 10 CCF allowance, and prorated for the number of
104 months that the applicant resided at the address.

105 7. Each year, the total amount of funds authorized and available for this rebate shall be \$100,000,
106 and the total amount of rebates given to qualifying applicants in any year shall not exceed that
107 amount. Depending on the number of eligible applicants, the amount of rebate awarded to a
108 qualifying resident may be less than 50 percent of the base rate paid by that applicant during the
109 rebate period. An equal percentage shall be awarded to applicants of each account type.

110 G. Special utility rates based upon medical necessity.

111 1. Qualifying residents shall be eligible for special utility rates based upon medical necessity under
112 this subsection G.

113 2. A qualifying resident who requires large quantities of water due to medical necessity (i.e., kidney
114 dialysis) and who occupies the property receiving utility services as their principal residence as an
115 owner or renter shall be eligible for special utility rates under this subsection G. Applications for this
116 special utility rate shall include written confirmation from the resident's medical care provider.

117 3. Qualifying residents shall be charged the special utility rates for Income Level Status C (50
118 percent).

119 4. Applications for this special utility rate shall be accepted throughout the calendar year. Following
120 approval of a special utility rate under this subsection G, the utility customer shall be responsible for
121 notifying the City when the medical necessity for large quantities of water no longer exists.

122 H. Special utility rates based upon preservation of mobile home parks.

123 1. For mobile home parks preserved pursuant to a development agreement in accordance with
124 Chapter 21.29 LMC, the following residential-mobile per unit base rate and volume charges shall
125 apply:

126 2. Preservation for five to seven years: 50 percent of the base rate and volume charges.

127 3. Preservation for seven years or more: 25 percent of the base rate and volume charges.

Exhibit A, Ordinance 3393

128 I. Special water utility rates for residential single-units based upon income level.

Table 13.20.080I: Special Water Rates

Water Customer Classification	2020 Bimonthly Rate	2021 Bimonthly Rate	2022 Bimonthly Rate	2023 Bimonthly Rate	2024 Bimonthly Rate	2025 Bimonthly Rate
Special Water Rates, Income Level Status A (40%)						
Bimonthly Base Rate (incl. 10 CCF)	\$20.89	\$21.73	\$22.60	\$23.05	\$23.51	\$23.98
Bimonthly Volume Charge (> 10 CCF to 40 CCF)	\$1.20	\$1.25	\$1.30	\$1.33	\$1.36	\$1.39
Bimonthly Volume Charge (> 40 CCF)	\$1.81	\$1.88	\$1.96	\$2.00	\$2.04	\$2.08
Special Water Rates, Income Level Status B (45%)						
Bimonthly Base Rate (incl. 10 CCF)	\$23.50	\$24.44	\$25.42	\$25.93	\$26.45	\$26.98
Bimonthly Volume Charge (> 10 CCF to 40 CCF)	\$1.35	\$1.40	\$1.46	\$1.49	\$1.52	\$1.55
Bimonthly Volume Charge (> 40 CCF)	\$2.03	\$2.11	\$2.19	\$2.23	\$2.27	\$2.32
Special Water Rates, Income Level Status C (50%)						
Bimonthly Base Rate (incl. 10 CCF)	\$26.11	\$27.15	\$28.24	\$28.80	\$29.38	\$29.97
Bimonthly Volume Charge (> 10 CCF to 40 CCF)	\$1.50	\$1.56	\$1.62	\$1.65	\$1.68	\$1.71
Bimonthly Volume Charge (> 40 CCF)	\$2.26	\$2.35	\$2.44	\$2.49	\$2.54	\$2.59

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EXHIBIT B
ORDINANCE 3393

Chapter 13.34
WATERWORKS UTILITY

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136 Sections:

- 137 13.34.010 Combination of water system and sewerage system.
- 138 13.34.020 Operation.
- 139 13.34.030 Penalties and delinquent charges.
- 140 13.34.040 Responsibility of property owner.
- 141 13.34.050 Billing.
- 142 13.34.060 Lien.
- 143 13.34.070 Discontinuance of service by utility and voluntary payment plan.
- 144 13.34.080 Inactivation of service request by customer.
- 145 13.34.090 Billing adjustments.

146 **13.34.010 Combination of water system and sewerage system.**

147 Pursuant to RCW 35.67.331, the water system of the city, the sewerage system of the city, and the
148 surface water system of the city are combined into a waterworks utility of the city, and such combined
149 systems shall be maintained and operated jointly.

150 **13.34.020 Operation.**

151 To the extent authorized by law, the operation by the city of such combined waterworks utility shall be
152 governed by the statutes relating to the establishment and maintenance of a city water system.

153 **13.34.030 Penalties and delinquent charges.**

154 A. In addition to all other charges provided in this title or Title 14 LMC each account shall be charged 10
155 percent of the unpaid balance for all city utility charges not paid within 35 days after the date of billing.
156 This amount shall be paid whether or not the water is actually turned off.

157 B. There shall be a \$50.00 penalty charge for each ~~((check which is returned marked "insufficient~~
158 ~~funds")) payment returned due to insufficient funds.~~

159 **13.34.040 Responsibility of property owner.**

160 All accounts for city utilities shall be kept in the name of the owner of the property and not in the name
161 of the tenant unless stated otherwise in this code; and the owner or ~~((only or his legally))~~ authorized
162 agent shall be ~~((held))~~ responsible for ~~((water))~~ utility charges.

163 **13.34.050 Billing.**

164 A. All charges for city utility service shall be due and payable ~~((at city of Lynnwood offices))~~ to the city of
165 Lynnwood on or before the ~~((fourteenth))~~ 28th day after the bill has been issued ~~((therefor,))~~ and shall
166 ~~((become))~~ be classified as delinquent after the ~~((fourteenth))~~ 28th day.

167 B. City utility bills shall cover periods of two months and shall be issued upon a single statement.

168 C. All payments and collections shall be paid into the combined utility fund.

169 D. Delinquent accounts shall be charged as provided in LMC 13.34.030.

170 E. The order of application of payments received towards outstanding utility bills shall be applied in the
171 following order: penalties, interest if applicable, surface water charges, sewer charges, water charges.

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172 **13.34.060 Lien.**

173 A. All charges for city utility services, and all service charges, provided in this title and Title 14 LMC, (~~or~~
 174 ~~as they may be hereafter amended,~~) together with penalties and interest thereon, shall be a lien upon
 175 the property to which city utility services are provided, superior to all other liens and encumbrances
 176 whatsoever, except for general taxes and local special assessments. Enforcement of such lien or liens
 177 shall be in the manner provided by law.

178 B. Pursuant to RCW 35.67.215, the city's lien for delinquent sanitary sewer service charges or surface
 179 water service charges shall be effective for a total not to exceed one year's delinquent service charges
 180 without the necessity of any written lien or recording of the lien with the county auditor.

181 C. In any case where the city records a written lien for delinquent utility service charges, fees, interest
 182 and/or penalties with the county auditor, the city shall charge the account a lien processing fee in the
 183 amount of \$180.00 for each written lien recorded by the city. The lien processing fee shall be added to
 184 the amount of the lien.

185 **13.34.070 Discontinuance of service by utility and voluntary payment plan.**

186 A. In addition to the city's lien authority, the (~~The~~) city may refuse to supply, or may discontinue
 187 service to, any customer for violation of this title or Title 14 LMC. (~~As an additional concurrent method~~
 188 ~~of enforcing the lien of the city for domestic water, sewer, or surface water charges, at the end of 20~~
 189 ~~days after any amount of outstanding account balance remains delinquent following two full billing~~
 190 ~~cycles (approximately four months),)~~)

191 1. When any amount of outstanding balance remains delinquent 20 days after two billing cycles
 192 (approximately four months), the director of public works shall (~~is authorized and directed to~~)
 193 notify by first class mail sent to the customer at the service address and the property owner if
 194 different that the account is delinquent and that the water (~~will~~) is scheduled to be shut off 13
 195 days after the date of such delinquency notice. The director of public works (~~, and~~) is directed to
 196 shut off water as described in the delinquency notice (~~at that time and~~) until (~~(such time as)~~) all
 197 charges have been paid, or a voluntary payment agreement has been executed; provided that if a
 198 State declaration of emergency has been issued and the nonpayment is due to the emergency, the
 199 director of public works shall have the discretion to delay or suspend termination of water service.
 200 (~~which consist of service charges, penalties as set forth in LMC 13.34.030, and city staff time~~
 201 ~~charges for site visits (turn-on and turn-off) as noted in Table A in subsection (E) of this section.~~)

202 2. A discontinuance of service pursuant to this section shall not release the customer from the
 203 obligation of paying utility charges and fees. Except for discontinuation of service pursuant to LMC
 204 13.34.080, billing of utility charges (~~(Billing)~~) shall continue (~~(for all city utility services)~~) during the
 205 period that water service is discontinued. (~~(except as stated in LMC 13.34.080.)~~)

206 3. The utility may refuse or discontinue service to any customer who requires or uses such volume of
 207 water that water service to any other customer may be thereby impaired.

208 4. The utility shall discontinue service to any customer who makes an unauthorized connection to a
 209 city water or sewer line, bypasses a city water meter, or in any other way steals city water or sewer
 210 services.

211 B. Voluntary payment plans shall be available in recognition of households with limited financial means
 212 to eliminate past-due account balances, the need to ensure the utilities' financial sustainability, and the
 213 need to minimize undesirable impacts upon future utility rates.

214 1. A customer with an account past-due balance may request approval of a voluntary payment plan.
 215 While a voluntary payment plan is in effect, the city of Lynnwood shall not:

216 a. Impose monetary penalties or delinquent charges as otherwise authorized by LMC 13.34.030.

Exhibit B, Ordinance 3393

- 217 b. Impose utility lien(s) upon the property as otherwise authorized by LMC 13.34.060.
- 218 c. Discontinue water service as otherwise authorized by LMC 13.40.070.
- 219 d. As allowed by applicable law, impose interest accrued upon the account past due balance.
- 220 2. While a voluntary payment plan is in effect, the customer shall:
- 221 a. Pay the full amount of charges due for the most-recent and each subsequent bi-monthly
- 222 billing cycle, and
- 223 b. Every two months, either coinciding or alternating with the above payment, pay not less than
- 224 10 percent of the account past-due balance.
- 225 3. In the event the customer fails to comply with the provisions of the voluntary payment plan, the
- 226 voluntary payment plan shall be deemed null and void. In the absence of voluntary payment plan,
- 227 the city may impose monetary penalties and interest, impose liens, discontinue water service, and
- 228 use other measures to collect an unpaid account balance.
- 229 4. The city reserves the right to deny a request for a voluntary payment plan.
- 230 ((The city may allow flexibility in payment of outstanding owed amounts as follows: If the customer,
- 231 prior to the city shutting off water as specified above, agrees in writing and makes payment of 50
- 232 percent of outstanding owed account balances due to water, sewer, and storm accounts, and agrees to
- 233 pay the entire remaining amount within 14 days of the initial payment, then the city will suspend
- 234 shutting off the customer's water. If payment is not received by the fourteenth day, then the customer's
- 235 water shall be shut off without further notice.))
- 236 C. Discontinuance of service for any cause stated in this section shall not release the customer from his
- 237 obligation to the city for payment of bills or charges.
- 238 D. Whenever service has been discontinued as provided above, and before service is restored, in
- 239 addition to charges as provided in subsection (A) of this section, the utility may require the customer to
- 240 make a deposit of \$50.00. The deposit may be held for up to two years depending on account history
- 241 and used at any time to offset outstanding balances due, should they reoccur. Upon transfer of the
- 242 account to a new owner, any unused deposit will be returned to the depositor. Restoration of service at
- 243 the customer's request and after payment of all bills due shall be done at the convenience of the utility.
- 244 E. Except as provided by LMC 13.34.080, a fee may be charged for shutting off and turning back on
- 245 water service when necessitated by the provisions of this chapter or at the request of the customer.
- 246 The fee shall be as provided by Table 13.34.070C.

Table ((A)) 13.34.070C

Time When Trip to Account Location Occurs	Charge for Each Occurrence
8:00 a.m. – 5:00 p.m. Monday – Friday except holidays	\$35.00
All other times including holidays	\$85.00

247 **13.34.080 Inactivation of service ((request)) by customer.**

248 A customer who wishes to inactivate water service shall give at least five business days' prior written

249 notice to the utility. No charge will be made for shutting off or turning back on the water supply;

250 however, minimum base billing will continue for sewer, water, and surface water during the period of

251 inactivity; however, if complete billing cycles have no metered water consumption, then the city will

252 back out the water charges for those cycles.

Exhibit B, Ordinance 3393

253 **13.34.090 Billing adjustments.**

254 The public works director together with the finance director shall establish regulations and procedures
255 for making adjustments to the quantity of water and sewer from which billings are calculated in
256 situations where a customer reports a leak in their private system. These regulations and procedures
257 shall establish the criteria to be used in consideration of an adjustment, the method to calculate the
258 adjustment, and the frequency that adjustments will be considered.

259