



February 19, 2015

Dear Valued Customer,

This letter is to notify you that effective May 1, 2015, the City of Redmond is revising the process for collection of past due balances on utility accounts. These revisions are being made in an effort to streamline processes and create efficiencies. All utility accounts that include charges for water, wastewater or stormwater services will be affected by these changes.

It is important that you review the revised process shown below in order to avoid delinquent account fees, service termination or lien proceedings. The most significant changes include the elimination of a second mailed reminder notice and the current procedure of hand delivering the Final Notice to the service address.

<b>Invoice and Notices</b>	<b>Payment Due Within</b>	<b>Method of Delivery</b>	<b>Fee Applied to Account</b>
Original Invoice	30 Days	Mail	
Reminder Notice	10 Days	Mail	
Final Notice	10 Days	Mail	\$15
Termination Notice	Immediately	Hand Delivered	\$60

There will be no change to the process of notifying landlords of past due balances. Where properties are occupied by a landlord/tenant arrangement, notices will continue to also be mailed to the property owner prior to service termination.

For questions on the above change in policy, please contact the Utility Billing Division via email at [UtilityBilling@Redmond.gov](mailto:UtilityBilling@Redmond.gov) or by phone at 425-556-2152.

Thank you.

*City of Redmond, Utility Billing Team*