



City of Arlington

Finance

February 1, 2019

Dear Valued Arlington Utility Customer,

Because we value you as a customer, we are contacting you to inform you of an upcoming change in our billing procedures that affects your utility account with us. This notice is intended to help you plan accordingly.

Effective April 1, the City will synchronize our billing dates for utilities to a single cycle per month. This is being done to address limitations with our financial system that makes a single billing cycle for our utilities more effective.

You will receive a "catch up" bill in March to close out your utility usage from February 16 through February 28. This bill will only include the base rates for water, sewer and stormwater and will be due April 20, 2019.

You will receive your first true monthly bill on or about April 1, 2019. This bill will account for your utility usage from March 1 through March 31, 2019 and will be due April 20, 2019. Please see the billing schedule for 2019 below which provides the service period covered, the date utility bills are issued and the date payment is due.

Billing Schedule for 2019

Bill Type	Service Period	Date Bill Issued	Date Payment Due
Regular Bill	December 16 – January 15	February 1	February 20
Regular Bill	January 16 – February 15	March 1	March 20
Catch Up Bill	February 16 – February 28	March 15	April 20
Regular Bill	March 1 – March 31	April 1	April 20
Regular Bill	April 1 – April 30	May 1	May 20
Regular Bill	May 1 – May 31	June 1	June 20
Regular Bill	June 1 – June 30	July 1	July 20
Regular Bill	July 1 – July 31	August 1	August 20
Regular Bill	August 1 – August 31	September 1	September 20
Regular Bill	September 1 – September 30	October 1	October 20
Regular Bill	October 1 – October 31	November 1	November 20
Regular Bill	November 1 – November 30	December 1	December 20
Regular Bill	December 1 – December 31	January 1, 2020	January 20, 2020

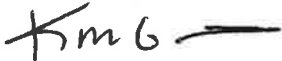
If you are a user of Xpress Bill Pay, you will need to update your due dates and payment limits to align with this change.

During this transition to a single billing cycle, the City will be waiving late fees and shut offs for one month, until May 20, 2019. If you need to make payment arrangements with the City for your utility account, please contact the Utility Billing staff at 360-403-3421 or finance@arlingtonwa.gov.

The Arlington Community Resource Center (ACRC) hosts budgeting classes two times a month that may offer tips to help you budget for this change. Contact ACRC at 36-386-7989 for more information, including dates and times.

If you have any questions or concerns about this change, please contact us at 360-403-3421 or finance@arlingtonwa.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "KMG" followed by a horizontal flourish.

Kristin Garcia
Finance Director