



City of Snoqualmie Water Utility Bill Information

38624 SE River Street
PO Box 987
Snoqualmie, WA 98065

Tami Wood – Utility Clerk
twood@ci.snoqualmie.wa.us
Phone: (425) 888-1555
www.cityofsnoqualmie.org

Water Utility Bill Frequently Asked Questions

How do I pay my bill?

- You can pay your bill [online](#). There are two ways to pay:
 1. [Quickpay](#): This is a one-time payment by credit or debit card that requires only your account number and the last name on the account.
 2. [Sign-Up for Online Billing](#): This requires registration with an email address, first and last name on the account, and the account number. Once registered, you can sign up for electronic billing, autopay, and check your account balance.
- If you are unable to pay online, the following options are available:
 1. You can mail a check to City of Snoqualmie, PO Box 987, Snoqualmie, WA, 98065
 2. You can pay your bill by credit card over the phone by calling (425) 888-1555.
 3. You can pay by credit card, debit card, check, or cash in person at City Hall; 38624 SE River Street, Snoqualmie.
 4. An after-hours, secured drop-box is located just outside the entrance to City Hall as well.

How do I start or stop utility service?

- If you are stopping or starting service, please send an email to Tami Wood, Utility Clerk at twood@ci.snoqualmie.wa.us with the following information:
 1. Legal closing date for the property.
 2. Name on the active account or name you want on the new account.
 3. Service address.

How do I set up a utility account in my tenant's name?

- To set up an account in a tenant's name, there are two steps involved:
 1. The owner must fill out a [Request for Alternate Billing Form](#), which authorizes the City of Snoqualmie to switch the account into the tenant's name.
 2. The active account on the property must be at a zero balance.
- We cannot prorate tenant accounts; they must be set up effective the first day of the month.

Does escrow pay my final bill, or do I?

- Please contact your escrow company to find out if they will be paying your final bill.

How do I receive my refund if there is an overpayment after my account closes?

- If there was an overpayment on your account after closing, the Utility Clerk will mail a check to your forwarding address in the month following the closure. Be sure to provide the forwarding address by emailing twood@ci.snoqualmie.wa.us

I am closing my account – will the water be shut off?

- We do not shut off water solely based on the closing of accounts. We only shut off water when the account becomes 90 days delinquent.

I am renting back my house after selling it – can I keep the account until I move out?

- Your account will be closed on the date your property closes and the new owner's account will open the following day. We must open and close accounts based on the legal closing date because water utilities go with the property and the owner is ultimately responsible for payment. If you have a rent-back agreement with the buyer, you will want to work with the buyer to figure out who owes what to whom. We are unable to do a special meter reading, so we advise that you divide the bill by the days in the month, then multiply that by the number of days.

What is my account balance?

- If you would like to know your account balance, you can sign up for [online billing](#), where you can view your account information at any time. Please refer to the section above titled "How do I pay my bill online?" for help signing up.
- If online billing is not an option, you can send an email to twood@ci.snoqualmie.wa.us or call (425) 888-1555.

How do I apply for low-income utility rates?

- You can fill out the [Application for Low-Income Utility Rate Reduction](#) and email to twood@ci.snoqualmie.wa.us. Or you can mail or deliver in person the address above.

My house is vacant – why am I still receiving a monthly bill?

- Even though you may not be using any water, there are still flat rates that are charged to your account each month.

My consumption was very high this month. Do you know why?

- Consumption tends to go up during the summer months due to more frequent watering.
- Sometimes a leaky toilet or dripping sink can cause consumption to rise.
- There may be a leak on your meter, in your home, or on your property.
- If you suspect a leak, please contact the Utility Clerk via email at twood@ci.snoqualmie.wa.us or call (425) 888-1555 to have someone from the Public Works Department inspect your meter.
- If there is a leak on your meter, the City will reimburse you for any consumption charges above your average monthly consumption.
- If there is a leak in your home or on your property that is not on City equipment, the City offers a one-time leak adjustment. Read more about [leak adjustments](#); see the [Leak Adjustment Request](#).