

Frequently Asked Questions about Utility Billing

What services does the City of Sultan bill for?

The City bills for water, sewer, garbage, recycling and storm drainage services. Allied Waste will bill you directly if you request yard waste services. You can contact Allied Waste at 1-800-942-5965.

When are my bills due?

Utility bills are due within 15 days of the statement date and are considered delinquent after thirty (30) days. Any utility bill not paid in full by the 30th day will be subject to late fees on water or sewer amounts still owed. Should an account become delinquent by two months, the customer will receive a payment reminder which informs them that they must bring the account current by a specific day or be disconnected WITHOUT further notice. Once service is disconnected for such non-payment, a \$50.00 disconnect charge will be applied to the account and the customer will be required to pay the account IN FULL in order to have service re-connected.

Can I make payment arrangements on my utility billing?

Customers are limited to one payment arrangement every twelve months which must result in the account being brought current within (180) days. The customer must come into City Hall and fill a payment arrangement form prior to water shut off. If the customer is a tenant, the property owner or manger must also approve the payment arrangement.

Where do I make my payments?

Payments can be made either by mail, in person, or placed in one of our after hours night deposit boxes located outside the Sultan Post Office to the left of the double doors or inside City Hall by the downstairs front entrance. The city accepts cash, checks and debit/credit card payments. Credit card payments can be made by phone or on-line at City website www.ci.sultan.wa.us. *Note: there is a convenience fee of 4.17% charged for debit/credit card payments and a \$2.00 fee for online check payments. Payments sent by mail should go to: City of Sultan, PO Box 1199, 98294.

Why does my bill fluctuate from month to month?

The City bills for utilities on a monthly basis, however, if you have a manual meter the actual water consumption is billed every other month. The base rate for water allows a monthly minimum water consumption of six-hundred cubic feet of water. When actual water consumption (for the last two months of water service) is billed you will be billed an additional charge for each one-hundred cubic feet used over twelve hundred cubic feet.

I had a water leak, can I receive an adjustment?

The City of Sultan does not currently have a utility relief program. The utility department reviews accounts monthly to look for possible leak issues. If you think you may have a leak, it is important to repair it as soon as possible, as the excess water charges incurred by a leak can cause a financial hardship. Should you incur excess water charges due to a leak, you can set up a payment plan to help with the process of paying off the outstanding charges.

Does the City of Sultan offer a utility discount for low income senior citizens?

If you are a low-income senior citizen you may be eligible for discount rates on City utilities. For continued eligibility you must submit a new application each year. Please refer to the application to see if you qualify.

You can download the necessary application form in [Adobe Reader](#) format below.

<Link to low-income senior form)

Does the City of Sultan offer a utility discount for low income families?

No. Not at this time.

Does the City of Sultan offer a utility discount for disabled persons?

No. Not at this time.

To Access the Utility Rates Double Click on the Utility That You wish to Access.