

## Payment Options

### Cash, Check, Money Order or Cashier's Check:

Payments are accepted at City Hall by mail or hand-delivered. In a rush? There is a locked payment drop-box to the right of the front entrance doors. If you do not have an envelope for your payment, there is a black metal envelope box next to the drop-box (*please do not put payments in the envelope box*). City Hall is open to the public Monday through Thursday, 9:00am - 4:00pm. The outside payment drop-box is available 24/7, and is checked several times daily, Monday - Friday.

**Credit/Debit Card Payments:** The City is happy to announce that we are now equipped to process payments by credit and debit card!

\* **Credit/Debit - Online:** Through our partnership with CivicPay, you can view and access your utility account history, you can make one-time payments and set up recurring automatic payments (autopay). The new system is updated in real-time, so you will see your account balance update when new bills, payments or charges are posted to your account. Link - <https://cityofpt.merchanttransact.com/>

\* **Credit/Debit - By Phone:** Call our Utility Billing Department at (360) 380-3000 to make a one-time payment over the phone.

**Online Bill Pay:** Your own bank or financial institution can provide you with information about online banking services available to you.

**Important Note:** Electronic payments (phone pay & bill pay services) are not instant transactions. To avoid penalty, allow enough transit time (typically 5 business days) for your payment to reach the City.

## How Do I Know If I Have A Water Leak?

You may attempt to perform a self-diagnostic inspection:

1. Ensure all water-using appliances are turned off and that no water is running inside or outside the home.
2. Perform a visual inspection for obvious signs of a leak (standing/pooling water, soft or squishy spots in the yard, extra lush/green patches of lawn).
3. Check any easily accessible crawlspaces or areas that may contain plumbing. Look and listen for drips, puddling, spraying or running water.
4. Open your meter box and look for the following: numbers increasing, black or red triangle spinning, white circle or small red dial spinning. Movement may suggest water flow and could be an indicator of a leak somewhere in the system. Newer digital meters may also be equipped with a leak detection function.

### To request a Leak Check\*:

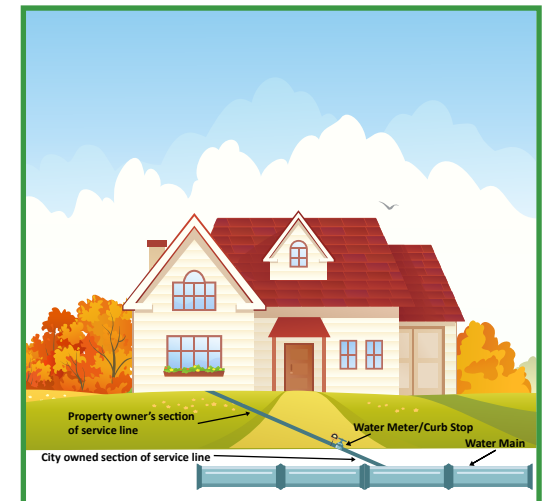
During normal business hours, call (360) 385-2700 to request a leak check. Please let the front desk staff know if you are experiencing a water emergency requiring immediate assistance. For after-hours water emergencies, please call Jefferson County Non-Emergency Dispatch (360) 344-9779. They will dispatch the after-hours Public Works Emergency First Responder. **\*Customer initiated leak checks will incur a fee of \$30.00.**

### Reporting and Responsibility for Fixing Leaks:

Water leaks between the street and meter are the City's responsibility. Leaks in the home or between the meter and home are the customer's responsibility. Customers may repair leaks on their side of the meter or contact a plumber for assistance.



## City Utility Services Water ♦ Sewer ♦ Storm



Effective January 2025



**City of Port Townsend Finance Department**  
(360) 385-2700 | [www.cityofpt.us](http://www.cityofpt.us)  
250 Madison St. Suite 1  
Port Townsend, WA 98368

## Setting Up New Accounts

Those wishing to establish a water, wastewater and stormwater utility account with the City must complete either a Home Owner or Tenant Utility Application, which can be found on our website: <https://cityofpt.us/finance/page/utility-information>

Please email completed applications to: [PTUtilities@cityofpt.us](mailto:PTUtilities@cityofpt.us).

If you have additional questions, please contact (360) 385-2700, Monday through Thursday, 9:00 am to 4:00 pm.

There is a non-refundable \$10.00 start-up fee for new accounts which is reflected on the first bill as an "Additional Billing."

If you are a tenant, the City is obligated by law to notify the property owner if the tenant becomes delinquent on their utility bills.

## Closing Existing Accounts

To close your utility account and request a final bill, please call (360) 385-2700 at least one business day prior to the day you wish to discontinue service. Please have your forwarding address available when you call.

The Utility Billing department must be notified in a timely manner of your move out date. Failure to notify the Utility Department may result in an inaccurate closing date and charges to your account may include days for which you have already vacated the property.

A final meter reading/account close-out fee of \$30.00 will be added to your final bill.

If you are a tenant, the property owner or manager will receive a copy of your final bill.

## Understanding Your Bill

Your bill is made up of Monthly Base and Consumption fees for Water, Wastewater and Storm. Below are two examples for a Standard Single-Family Residential utility account with a 3/4" Water Meter:

**Example 1:** Monthly bill with **0 Gallons** Water Consumption. Includes the 2024 Base Rate only.

METER READING					
Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
52167178	7/1/2024	710	8/5/2024	710	0

CURRENT CHARGES	
Water	60.69
Wastewater	63.36
Storm	20.05
<b>TOTAL CURRENT CHARGES</b>	<b>144.10</b>

**Example 2:** Monthly bill with **5,000 Gallons** Water Consumption. Includes Base Rate, Capital Surcharges, Consumption Fees & \*Wastewater Volume Surcharge (\*Volume Surcharge is billable on an account with consumption of 4,000 gallons or more in a given month.)  
5,000 gallons is considered the city-wide average monthly water consumption for a 2-person household.

METER READING					
Serial No	Previous Reading		Current Reading		Cons
	Date	Reading	Date	Reading	
25191687	7/1/2024	0	8/5/2024	50	50

CURRENT CHARGES	
Water	83.39
Wastewater	78.33
Storm	20.05
<b>TOTAL CURRENT CHARGES</b>	<b>181.77</b>

*Note: Under the "Meter Reading" Heading, "Cons" represents Consumption.*

If there are any past due amounts outstanding on your account, you will be assessed a penalty of \$5.00 or 1.5% of the outstanding balance (whichever is greater). Overpayments are applied to your account and will be reflected as credits towards future utility bills.

The amounts charged for service represent base fees for the stated month plus consumption-based usage fees for water used between the dates listed as "Previous Reading" and "Current Reading" under the "Meter Reading" section of your bill. You are billed in increments of 1,000 gallons of usage, meaning that if you use 1,300 gallons of water between the two reading dates, you are billed for 1,000 gallons of usage, and the remaining 300 gallons will be rolled over to your next billing period.

Assuming you have a single-family 3/4" residential meter and your account is current, you can expect to pay the monthly rates shown below:

Gallons Consumed	Inside-City (Includes Sewer)	Outside City (No Sewer)
0	\$156.46	\$75.41
1000	\$161.13	\$81.01
2000	\$165.8	\$86.61
3000	\$170.47	\$92.21
4000	\$192.05	\$97.81
5000	\$196.72	\$103.41
6000	\$201.39	\$109.01
7000	\$206.06	\$114.61
8000	\$210.73	\$120.21
9000	\$215.4	\$125.81
10000	\$220.07	\$131.41