AUBURN RESIDENTS' GUIDE TO

UTILITY SERVICES

WATER | SEWER | STORM | GARBAGE | RECYCLING

www.auburnwa.gov

CITY OF AUBURN WASHINGTON

Welcome to Auburn!

The City of Auburn provides water, sewer, storm and solid waste services to its residents. This guide is designed to assist you in accessing information about these services and to keep you informed of services, rates and other pertinent information.

The City works in partnership with many other agencies. Please use the information in this guide for appropriate contact information of various service providers in your area.

For more information, contact the City of Auburn at 253-931-3000 or visit the City Customer Service Center located on the second floor at 1 East Main Street.

FREQUENTLY CALLED UTILITY NUMBERS

Customer Service - Set-up, Billing, and Service

Water, Storm, Sewer	253-931-3038 www.auburnwa.gov/utilities Email: utilities@auburnwa.gov
Solid Waste - Waste Management	253-931-3038 Missed collections: 800-592-9995 www.auburnwa.gov/solidwaste Email: utilities@auburnwa.gov
Solid Waste - Republic Services	206-682-9735 Missed Collections: 206-686-9735 www.republicservicesnw.com

SENIOR UTILITY DISCOUNT PROGRAM

The City of Auburn offers reduced utility rates to seniors 62 years of age or older and permanently disabled persons based on income.

Residents can apply any time throughout the year for the Utility Discount Program, but must re-apply every May with the previous year's household income information.

Utility Discount guidelines, application instructions and application forms can be found on the City's website at www.auburnwa.gov/utilities. Forms are also available at the City of Auburn Utilities Customer Service counter, 1 East Main Street, 2nd Floor during business hours.

UTILITY BILLING

UNDERSTANDING YOUR BILL:

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PAYMENT METHODS

PAYMENTS CAN BE:

- Paid by Phone: We accept VISA or MasterCard (need 9-digit account number)
- Automated Bill Pay (see "Utility Forms" section below)
- Online. Available at www.auburnwa.gov/utilities
- Drop Box at City Hall, 25 West Main St.
- Made in person at Customer Service Center, 1 East Main Street, 2nd floor
- Mailed to the address listed on your invoice or to:
  City of Auburn
  Attn: Utility Billing
  25 West Main Street
  Auburn, WA 98001

UTILITY FORMS

Visit www.auburnwa.gov/utilities

- Tenant Release Form
- Request for Water Leak Adjustment Form
- Automated Payment Authorization Form
- Senior Discount Form
- Disabled Discount Form

WATER UTILITY

WATER RATES

The Water Base Rate is a fixed monthly charge for service from the water utility for meter reading, billing, administration, and collection.

The Water Consumption Rate is a variable bi-monthly charge for the volume of water supplied through the meter. The rate structure is tiered with the rate increasing as consumption increases. The charge is for the operation, maintenance, and improvement of the water utility system. The charges are calculated by multiplying the amount of consumption in hundreds of cubic feet (ccf) by the approved rate.

WHO DOES WHAT?

The City is responsible for the repair and maintenance of the water service line from the street to the meter, the meter and setter, the meter box, and the meter tailpiece, which is typically 18 inches long on the backside of the meter.

The Owner is responsible for the service line from the tailpiece connection fitting to the home, including other facilities such as pressure reducing valves, pumps or backflow prevention assemblies installed behind the meter. All plumbing in the home and landscape irrigation systems are also the responsibility of the owner. Backflow prevention devices are required on all irrigation systems and fire lines.

OVERFLOWING BENEFITS!

Auburn citizens have the benefit of water from deep well aquifers and springs, recharged by groundwater flow, which is very clean and typically requires less treatment than water from lakes and streams. The water is treated with chlorine, and water quality in the distribution system is monitored regularly.

Auburn also receives Green River water supplied through Tacoma's pipeline. This water is filtered and treated with chlorine and fluoride, then blended with well water in the distribution system

System components are routinely evaluated for performance and repaired or replaced as needed to keep the system fully functional. The water utility's mission is to provide for the efficient, environmentally sound, and safe management of the existing and future water system.

WATER UTILITY

WATER CONSERVATION IS KEY

Conserving water is a key component in providing sufficient water resources to meet the needs of the City. Auburn citizens can support this effort in a number of ways:

- Check faucets, toilets and other fixtures for leaks and make repairs promptly.
- Turn off water when not needed, such as while brushing teeth, between washing dishes and when washing cars.
- Install water-saving devices such as low-flow shower heads and low water-use toilets.
- Landscape with native plants requiring little water, use mulch where possible, water lawns only once a week or less as needed and water in the evening or early morning.
- Run full loads of laundry and dishes when possible.
- When replacing appliances or fixtures, purchase units which are water efficient.
- Sweep driveways, patios and other areas rather than hosing off with water.

WATER UTILITY INFORMATION

General Information: www.auburnwa.gov

Public Works Department 253-931-3010

Set-up, Billing & Service 253-931-3038

Specific Questions / Concerns 253-931-3048

- New water installations
- Repairs
- Maintenance of existing services
- Water quality
- Water pressure problems
- Broken or leaking hydrants, water mains or meters

AFTER-HOUR WATER EMERGENCIES CALL EMERGENCY OPERATOR AT 911

SEWER UTILITY

SANITARY SEWER RATES

The City Sewer Base Rate is a flat monthly charge for service from the sanitary sewer utility for billing, administration, and maintaining and operating the sewer utility conveyance system.

The King County Sewer Base Rate is a flat monthly charge imposed by the County for wastewater treatment. This is a pass-through fee and is determined by the King County Council. King County is a regional wastewater treatment provider utilized by the City of Auburn.

For single family residences connected to Auburn's sanitary sewer system, the combination of these base rates represents the entire monthly charge for sewer service. For non-single family residents, the sewer charge includes the City and County Base rate plus an additional charge for water use exceeding 750 cubic feet in one month.

WHO DOES WHAT?

The City is responsible for the collection and transmission of wastewater from customers within Auburn's sewer service area to King County's collection system. The City's responsibilities include maintenance and operation of pump stations, sewer mains, and side sewers located within the right-of-way as well as planning for expansion of and improvements to the overall collection system. The city will inspect and clear any problems associated with the public sewer main.

The Owner is responsible for side sewer lateral pipes on private property and plugs created within the entire length of the side sewer lateral system.

Blockage and/or back-ups within the sanitary sewer system should be reported to Auburn's Sewer Utility at 253-931-3048. If a problem is not within the public main, the property owner will be notified to investigate further and resolve the problem. A permit is required to modify side sewer laterals.

BENEFITS OF THE SEWER SYSTEM

The Sanitary Sewer system provides the citizens of Auburn a clean,

efficient way to dispose of wastewater. Its alternative, (an on-site septic system), requires significant dedicated land, can be costly to repair, and can become a public health-hazard if and when the system fails. In some cases, due to soil conditions or high groundwater, septic systems cannot be used and the sewer system is the only alternative for wastewater disposal.

SEWER UTILITY

KEEP YOUR PIPES CLEAN!

The primary way in which citizens can help conserve Sewer Utility resources is to avoid discharging certain substances into the sewer system.

- Fats, oils, grease, and kitty litter should not be placed into garbage disposals, toilets, or flushed into drains that are connected to the sanitary sewer system. These materials will congeal and harden on the insides of sewer pipes, eventually causing back-ups or requiring frequent maintenance.
- Recycle your cooking oil for FREE! Bring your used fryer and cooking oil in a container and pour into the collection tank marked "General Biodiesel" located at Les Gove Park, 910 9th Street SE – just south of the water spray playground.
- Even if they are labeled as "flushable," items such as baby wipes, cleaning wipes, tampons, condoms and hair can all contribute to clogs in both sewer pipes and pump stations - they should not be flushed or washed down the drain.
- Roof and foundation drains are also not allowed to run into the sanitary sewer system.

SEWER FACTS

- Solids are removed from wastewater during the treatment process creating bio-solids. An average person generates about 70 pounds of bio-solids per year.
- King County uses composted bio-solids as a soil enhancer for landscaping and tree farms. King County's biosolids are defined as "high quality" under U.S. Department of Agriculture standards and can be used on non-food crops as fertilizer.
- Everything flushed down the toilet or drain into Auburn's public sewer system is conveyed to King County's Renton Wastewater Treatment Facility. Treated wastewater is then discharged into Puget Sound.
- Medicines/drugs cannot be removed from wastewater by normal treatment processes, so these substances are discharged with treated wastewater to the Puget Sound or they remain in the biosolids. Please do not flush medicines.

Unused medicines can be disposed of for FREE in a drop-box located in the lobby of the Auburn Police Department, 340 E Main Street. No questions asked! The medicine will be sent to a high temperature incinerator for safe disposal.

SANITARY SEWER UTILITY INFORMATION

General Information: www.auburnwa.gov

Public Works Department	253-931-3010
Set-up, Billing & Service	253-931-3038
Specific Questions / Concerns	
• Blockage and/or backups	253-931-3048
• Help in locating side lateral sewers	253-931-3010
• Sewer permit applications	253-931-3020

AFTER-HOUR SEWER EMERGENCIES CALL EMERGENCY OPERATOR AT 911

STORM UTILITY

STORM WATER RATES

The Storm Water Rate is a flat monthly charge for service from the storm drainage utility for planning, administering, constructing, acquiring, maintaining, operating and improving Storm Drainage Utility facilities.

WHO DOES WHAT?

The Storm Drainage Utility is responsible for the collection, transmission, and disposal of surface waters to the Mill Creek and the Green and White Rivers.

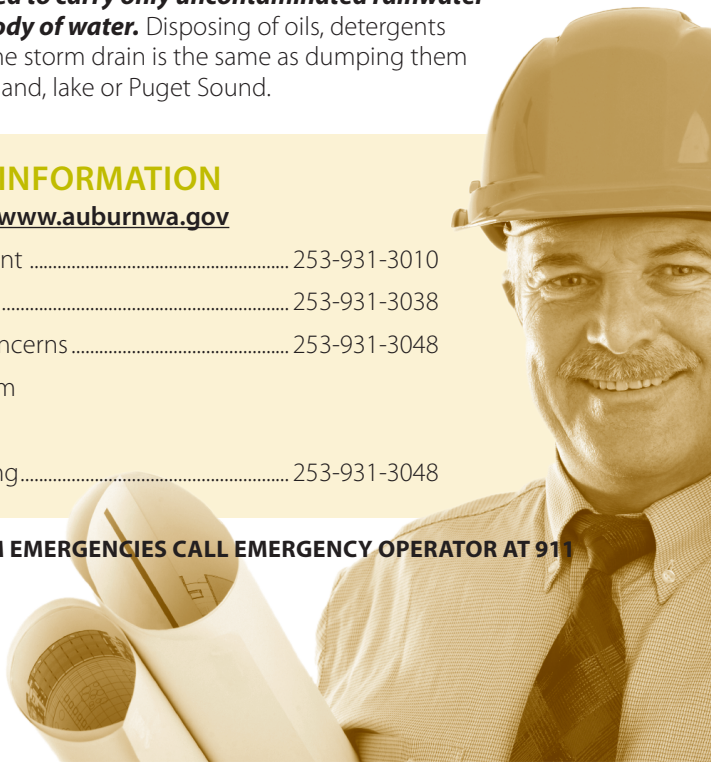
BENEFITS OF THE STORM SYSTEMS

The Storm Drainage Utility provides the citizens of Auburn with ongoing management, maintenance, repair and improvements of the storm drainage system to reduce the impacts from periodic flooding. The routine maintenance of the system improves conveyance efficiencies, and reduces the transmission of pollutants to natural bodies of water.

STORM DRAINS LEAD TO THE OPEN WATERS...

How can you help? Keep ditches and catch basins next to your property clear to allow proper drainage. It is against City ordinance to dispose of grass clippings and other yard waste in drainage areas, or to blow leaves into our streets. Compost or mulch your grass clippings and leaves or take advantage of your hauler's compostables collection services.

Storm drains are designed to carry only uncontaminated rainwater to the nearest natural body of water. Disposing of oils, detergents and other materials into the storm drain is the same as dumping them directly into a stream, wetland, lake or Puget Sound.



STORM UTILITY INFORMATION

General Information: www.auburnwa.gov

Public Works Department 253-931-3010

Set-up, Billing & Service 253-931-3038

Specific Questions / Concerns 253-931-3048

- Maintenance of system
- Flooding

Dumping/Spill Reporting 253-931-3048

AFTER-HOUR STORM EMERGENCIES CALL EMERGENCY OPERATOR AT 911

SOLID WASTE (GARBAGE, RECYCLE, COMPOSTABLES) COLLECTION SERVICES

The City of Auburn has two Solid Waste Service providers: Waste Management (billed by the City of Auburn) and Republic Services (billed directly by the hauler).
Republic Services customers please call the hauler directly for information.

Find Your Provider:
Visit www.auburnwa.gov/solidwaste, click on "Who's my solid waste hauler" map.

The following information is for Waste Management customers:

- Garbage service is a mandatory service, per City code. Properties are required to have adequate service levels for residents or businesses residing in the dwelling.
- Recycling collection is an optional service.
- Compostables service is an optional service.

RATES

GARBAGE: The solid waste (garbage) rate is a monthly charge for residential, multifamily and businesses for the weekly collection of solid garbage. Rates vary according to the service level (size and number of containers) collected. State refuse tax is a percentage charge based on the amount of garbage charges. This tax is imposed by the Washington State Department of Revenue under authorization from the Revised Code of Washington section 82.18.

RECYCLE: Residential and multifamily recycling is included with garbage service. Businesses may recycle up to 150% the size of their garbage container at no additional cost. Recycling beyond that amount can be collected for a fee; call Waste Management at 1-800-592-9995 for pricing.

COMPOSTABLES: The compostables rate is a monthly charge for residential, multifamily and business customers and is collected on a weekly basis. Compostables is available on a subscription basis.

CONTAINERS

Customers are provided hauler containers for all collection services. For container sizes available visit www.auburnwa.gov/solidwaste click on "Waste Management Residential, Multifamily or Business" customers, then "Solid Waste Rates" or call 253-931-3038.

10-gallon carts | 20-gallon cart (35G cart with 20G insert) | 35-gallon carts | 64-gallon carts | 96-gallon carts | Evelyn is 5'3" tall

SOLID WASTE UTILITY

SET OUT & COLLECTION

Garbage

Residential Customers – garbage is picked up once a week. Place your container out by 7:00 a.m. To determine your collection day visit www.auburnwa.gov/solidwaste, click on "Waste Management Residential Customers", then "Citizen Look Up Tool" or call 253-931-3038.

Commercial Customers – garbage can be collected one to five times a week. Place your containers out by 6:00 a.m. Call your hauler directly to determine your collection day at 800-592-9995.

Recycle

Residential Customers – recycle is picked up every other week. Place your container out by 7:00 a.m. on your garbage day. To determine your collection week and day visit www.auburnwa.gov/solidwaste, click on "Waste Management Residential Customers", then "Citizen Look Up Tool" or call 253-931-3038.

Commercial Customers – recycle can be collected one to five times a week. Place your containers out by 6:00 a.m. Call your hauler directly to determine your collection day at 800-592-9995.

Compostables

Residential Customers – Compostables is picked up every week. Place your container out by 7:00 a.m. on your garbage day . To determine your collection day visit www.auburnwa.gov/solidwaste, click on "Waste Management Residential Customers", then "Citizen Look Up Tool" or call 253-931-3038.

Commercial Customers – Compostables can be collected one to five times a week. Place your containers out by 6:00 a.m. Call your hauler to determine your collection day at 800-592-9995.

MATERIALS ACCEPTED

For complete guidelines visit www.auburnwa.gov/solidwaste click on "Waste Management Residential, Multifamily or Business" customers or call 253-931-3038. To recycle or dispose of other materials, visit King County "What Do I Do With...?" website at your.kingcounty.gov/solidwaste/wdidw/

GARBAGE, RECYCLING, AND COMPOSTABLES INFORMATION

General Information: www.auburnwa.gov/solidwaste

Solid Waste or Recycling Information (non-billing).....253-931-3038, Option #2

Waste Management Customers

Pay your bill (need 9-digit account number).....253-931-3038, Option #1

Set-up, Billing & Service changes 253-931-3038

Missed collections (call within 24 hours).....1-800-592-9995

Republic Services Customers

Residential services & Missed collections.....206-682-9735

Commercial services & Missed collections.....253-872-7220

HOUSEHOLD HAZARDOUS WASTE

HOUSEHOLD HAZARDOUS RATE

The household hazardous rate is imposed by the Seattle-King County Department of Public Health and is charged on every solid waste account based on garbage service level within the Auburn city limits. The purpose of this charge is to fund hazardous waste disposal programs, such as the Auburn Wastemobile.

Disposal Options

Hazardous waste cannot be disposed of through City garbage, recyclables, or yard waste collection systems.

Household Waste includes items such as:

Automotive batteries & products (oil, gasoline, antifreeze, brake fluid, etc.), batteries, glues, adhesives & hobby chemicals, oil-based paints (no latex), indoor & outdoor pesticides, products that contain mercury (fluorescent lamps & bulbs, thermometers, thermostats), propane tanks, thinners & solvents.

Auburn Wastemobile (Drop-off Facility)

The FREE Wastemobile drop-off facility is located at the Outlet Collection, 1101 Outlet Collection Dr. SW (located on the outside between Sports Authority and Nordstrom Rack), every weekend of the month on Saturday and Sunday from 10 a.m. to 5 p.m.

Check the King County website for schedule information, what to bring and what not to bring at www.HazWasteHelp.org. For more information please call 206-296-4692.

Safer Household Products

Children, seniors and pets are particularly sensitive to household chemicals, and using less toxic household products can keep your home healthier and help protect the environment. Suggestions for safer and healthier alternatives can be found on the King County website at www.HazWasteHelp.org. Many products have suggested alternatives, especially common household cleaners that may contain hazardous ingredients: drain, toilet bowl, oven, bathtub, bathtub tile and all-purpose cleaners.

CITY OF AUBURN WASHINGTON
25 West Main Street
Auburn WA 98001-4998