

## CUSTOMER BILLING:

Charges for all services are billed to the **property owner** at the end of each month of service. The property owner may request the billing be mailed in care of a tenant or property manager by completing a *Utility Billing Authorization Application*. Applications are available from the Finance Department or downloaded from [www.cityofpoulsbo.com](http://www.cityofpoulsbo.com)



## PAYMENT OF BILLS:

The convenience of Automatic Bill Pay (ACH) is available—your payment is withdrawn automatically from your bank account. Call (360) 394-9726 for more information or download the application from [www.cityofpoulsbo.com](http://www.cityofpoulsbo.com).

You can view your account balance and make payments by credit card or e-check online at [www.cityofpoulsbo.com](http://www.cityofpoulsbo.com)

Payments may be made via phone for a small convenience fee of \$3.00 by calling the City Cashier at (360) 394-9726.



A drive-up payment drop box is located on 3rd Ave NE behind City Hall and a walk up box is located in front of City Hall at the top of the steps.

Utility payments must be received by the 20th day of the following month to avoid a \$5 penalty per delinquent service.

## VACATION RATES:

If your property is connected to the City's water system, you may elect to have the Public Works Department lock off your meter while your home is temporarily vacant. The water, sewer and garbage charges will be suspended. Monthly charges will continue for stormwater service. There is a \$40 turn on/off fee.

## QUESTIONS:

Please direct your questions regarding services to one of the following departments:

(Lunch Break from 12:15 pm-1:15 pm daily)

### FINANCE DEPARTMENT (360) 394-9881

Hours: 8:00 am - 4:30 pm

- Billing and Payments
- New Account Set up
- Address Changes
- Extra Garbage Tags
- Vacation turn off/on
- Utility Billing Authorization Application
- Senior/Disabled Low Income Reduced Rates

### PUBLIC WORKS (360) 779-4078

Hours: 8:00 am - 4:30 pm

- Garbage Pick Up
- Can Size Changes
- Recycling Service
- Rental Dumpster Availability

### CLERKS DEPARTMENT (360) 779-3901

Hours: 8:00 am - 4:30 pm

Notary Services (by appointment)

### POULSBO MUNICIPAL COURT (360) 779-9846

Hours: 8:00 am - 4:30 pm

Passport Services (by appointment)



200 NE Moe Street  
Poulsbo, Washington 98370  
[www.cityofpoulsbo.com](http://www.cityofpoulsbo.com)

## YOUR ACCOUNT INFORMATION:

Inside City Limits: Yes No

Your utility account number \_\_\_\_\_

Garbage/Recycle pick-up day \_\_\_\_\_

Garbage is picked up on your assigned day regardless of holidays. Recycling is picked up every other week

## Additional Resources:

**PARKS & RECREATION:** (360) 779-9898

**ELECTRICITY:** Puget Sound Energy  
(888) 225-5773 or (425) 452-1234

**NATURAL GAS:** Cascade Natural Gas  
(888) 522-1130 or (360) 373-1403

**POST OFFICE:** 19240 Jensen Way NE  
(800) 275-8777

**TELEVISION, TELEPHONE & INTERNET**  
Xfinity CenturyLink  
(800) 934-6489 (800) 786-6272

**EMERGENCY SERVICES:** Dial 911 for Police,  
Fire & MedicOne emergencies

**NORTH KITSAP SCHOOL DISTRICT:**  
(360) 396-3000

**BAINBRIDGE DISPOSAL:**  
For landscape yard waste pick-up call:  
(206) 842-4882

**CURBSIDE RECYCLING INSIDE CITY OF  
POULSBO:** (360) 779-4078

**HOUSEHOLD HAZARDOUS WASTE COLLEC-  
TION FACILITY:** (360) 337-5777  
Located across from Bremerton National Airport off  
Hwy 3, take a right and follow signs

**WASTE LANDFILL TRANSFER & RECYCLE  
STATIONS:**  
Silverdale 8843 Dickey Rd NW (360) 692-5900  
Hansville 7791 NE Ecology Rd (360) 638-2710  
[www.kitsapgov.com](http://www.kitsapgov.com)

# CITY OF POULSBO RESIDENTIAL UTILITIES 2024

We are pleased you have selected Poulsbo as a place to live. The City was founded by Scandinavian immigrants over 100 years ago and continues to maintain its Scandinavian atmosphere through its architecture, celebrations and hospitality.

The City of Poulsbo operates under a Mayor-Council form of government. The mayor, elected by the people for a four-year term, is the executive officer of the city, coordinating the day-to-day activities. The Council is the policy-making branch and consists of seven members elected at large to staggered four-year terms. Council meetings are held the first three Wednesdays of each month. For meeting times and more information, please visit the City website at:

[www.cityofpoulsbo.com](http://www.cityofpoulsbo.com)



### Mission Statement

*Our City is committed to managing the public resources to promote community health, safety and welfare and planning for the future to accommodate growth, without burden, while preserving our natural resources and enhancing those qualities that make our community unique and desirable.*



## RESIDENTIAL WATER:

Our major sources of water are the Big Valley, Lincoln, Westside & Pugh Road wells. Storage capacity is approximately 4.2 million gallons. The water is fluoridated.

### Monthly rates for are as follows:

**Base rate per unit:** \$18.79 (inside city limits)  
\$28.17 (outside city limits)

### Plus:

#### Commodity charge of:

**Winter rate:** *November to May*  
(inside city limits) \$2.63 per 100 cubic feet  
(outside city limits) \$3.35 per 100 cubic feet

**Summer rate:** *June to October*  
(inside city limits)  
001-1000 cu ft\* \$2.63 per 100 cubic feet  
1001 & Over cu ft \$4.10 per 100 cubic feet  
(outside city limits) \$4.88 per 100 cubic feet

\* cu ft = cubic feet; 100 cubic feet = 748.5 gallons

Irrigating—Lawn or Garden sprinkling is only permitted during the hours of 6-10am and 6-10pm per PMC 13.12.010

## STORMWATER:

(inside city limits only)

The city maintains an extensive storm drain system. The maintenance cost for this system is shared by each City residence and business. For residential accounts, the monthly rate is \$21.84 per month.

Commercial accounts are charged per impervious surface units. 3,000 sq ft is equal to one ISU.



## SOLID WASTE:

(inside city limits only)

The City operates its own garbage service. Customers may choose to have the **City supply a 64, 32 or 20 gallon can.**

- Can must be curbside by 7:00 am
- Maximum weight 65 lbs
- Garbage tied off inside can

### Monthly rates based on can size

64 Gallon	32 Gallon	20 Gallon
\$54.97	\$32.29	\$28.10

- Each additional can requested by resident will be charged at the single can rate shown above
- Garbage is picked up on your assigned day, regardless of holidays

### EXTRA GARBAGE:

Prepaid garbage tags can be purchased at City Hall for \$12.10 each or online at <https://client.pointandpay.net/web/CityofPoulsboWAMiscWeb>

- **One tag per can, box, or bag.**
- **Untagged extra garbage will not be collected.**

**For dumpster service contact Public Works at (360) 779-4078**

### REDUCED RATES:

The City has a program for reduced rates for Low Income Senior Citizens and/or Low Income Disabled Citizens. If you think you may qualify, please contact the Finance Department or visit [www.cityofpoulsbo.com](http://www.cityofpoulsbo.com) for details.

## RECYCLING:

Poulsbo provides a curbside recycling program in conjunction with garbage pickup. The fee is included in the solid waste monthly rate. Recyclables are collected bi-weekly on the same day as the garbage. The 2024 recycling schedule can be found online at <https://cityofpoulsbo.com/public-works-solid-waste/>

**A 64 gallon container will be supplied for recycling & picked up by Bainbridge Disposal. Call (360) 779-4078 with any questions.**



Bainbridge Disposal also offers **food/yard waste** recycling service for an additional fee. For questions or to set up service call (206) 842-4882.

Kitsap County operates Recycling Centers throughout the County. For more information regarding accepted items and locations visit the County's website: [www.kitsapgov.com](http://www.kitsapgov.com)



## RESIDENTIAL WASTEWATER:

(Sewer)

Poulsbo's sewage is pumped under Liberty Bay to the Kitsap County Treatment Plant at Brownsville.

### Monthly rates are as follows:

**Base rate per unit:** \$65.76 (inside city limits)  
\$98.10 (outside city limits)

**Base charge includes 400 cubic feet of water flow**

### Plus:

**Winter rate:** *November to May*  
(inside city limits) \$8.63 per 100 cubic feet of water flow over the base

(outside city limits) \$12.86 per 100 cubic feet of water flow over the base

**Summer rate:** *June to October* rates Same per 100 cubic feet as winter, with the cubic feet calculated on the average water flow of the previous seven months

### SEWER PENALTY

A monthly penalty charge of \$57.26 shall be assessed to properties;

- located within 200 feet of the City sewer system; **and**
- not connected to the system
- Fee may be waived if septic meets State Health requirements

## COMMERCIAL WATER AND SEWER

Call the Finance Department for an informational brochure on all commercial charges and fees or visit [cityofpoulsbo.com](http://cityofpoulsbo.com)