

UTILITY CUSTOMER SERVICE DIVISION

1. **What are utility base rate fees?**

Utility base rates are fixed fees that cover the cost of maintaining and operating the City's utility systems. This effort includes infrastructure maintenance, staffing, and service availability. The City charges a base rate fee for the following utilities:

- **Electric:** The base rate fee helps to cover the fixed costs of the City's electric utility, which serves approximately 10,750 customers in Port Angeles city limits. This includes maintaining service availability, meter reading, billing, and maintaining miles and miles of critical infrastructure.
- **Water:** The base rate fee helps to cover the fixed costs to the City's water utility, including maintaining pipelines, storage facilities, and the distribution of potable water to customers.
- **Wastewater (Sewer):** The base rate fee helps to cover the fixed costs of the City's wastewater utility. This utility protects public health by managing, collecting and treating wastewater, or sewage, from homes, businesses, and industries. There is also a surcharge for debt associated with the Combined Sewer Overflow (CSO) Project.
- **Solid Waste (Garbage and Yard Waste):** The base rate fee helps to cover the fixed costs associated with the City's solid waste utility, which serves over 8,000 residential and commercial accounts.
- **Medic 1:** This base rate fee helps to cover the fixed costs for the operation of the City's Medic 1 utility, which provides emergency services to all residents and businesses inside the city limits.

2. **Who pays utility base rate fees?**

Under the newly approved ordinance, every property in the City that has utility service available shall pay the minimum base rate fee(s), regardless of consumption or use. The new ordinance will be implemented in two phases:

- **Phase One** will begin on December 30, 2024, and applies to properties that have voluntarily disconnected from utilities, such as seasonal or part-time residences and businesses. These properties will be charged the minimum base rate for each utility available.
- **Phase Two** will address vacant properties that are not currently connected to utilities but are located within the City's service area. This phase will involve a detailed review of all vacant properties to determine ownership and ensure that base rates are applied fairly. Implementation of this phase will take place after the review is complete.

3. **What does "voluntarily disconnected" mean?**

"Voluntarily disconnected" refers to properties where the owner or tenant has chosen to disconnect utility services often for reasons like seasonal use or part-time residency. These properties will be charged the minimum base rate for each utility available, regardless of whether the utilities are actively used.

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4. I have voluntarily disconnected my utilities. When will the charges be applied to my account?

Customers will see changes to their utility bill starting with the January billing cycle, which will begin on December 30, 2024.

5. My utilities were shut off following an emergency (e.g., housefire). Does this ordinance impact me?

No, properties that have had their utilities shut off temporarily due to an emergency, such as a housefire, water leak or other unforeseen event, are not subject to utility base rate fees. It is important to notify the City’s Utility Customer Service Division when such an event occurs to ensure these rates are temporarily discontinued. We can be reached at (360) 457-0411.

Please note: The City will establish a maximum allowable time for property restoration and the base rate will again be applied in conjunction with those requirements.

6. My utilities have been temporarily disconnected while my business is under renovation. Does this ordinance impact me?

Utility disconnections that have occurred due to an emergency, such as housefire, water leak or other unforeseen event, are not subject to utility base rate fees (see #5). All other voluntary disconnections are subject to changes within the ordinance.

7. My house is for sale, and I no longer live there. Does this ordinance impact me?

Yes. Once the sale is finalized, it is important to inform the City that ownership has transferred to allow billing to the new owner. To do so, please contact the City’s Utility Customer Service Division at (360) 457-0411 or utilities@cityofpa.us.

8. Will this ordinance impact my utility bills for regular service?

No, the new ordinance applies utility base rates to vacant properties. It will not change the charges for regular service or affect your regular utility bills.

9. Where can I find utility base rate fees?

Utility base rate fees are listed in the City’s [Master Utility Rate Schedule](#). As an example, residential base rates are listed below:

Residential Utility	Base Rate
Electric Residential	\$34.41
Water Residential	\$40.86
Wastewater Residential	\$34.96
Combined Sewer Overflow Surcharge	\$13.92
Solid Waste Biweekly Residential	\$31.18
Medic 1 Residential	\$12.37
Total Monthly Base Rate Fees	\$167.70