

It's Time to Sign Up for Paperless Billing

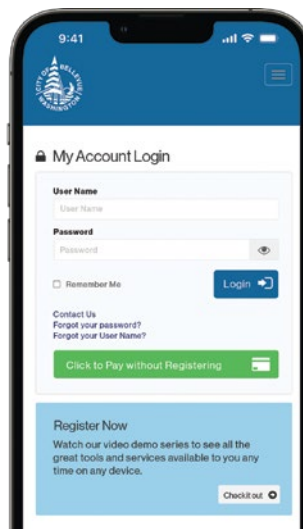
We have listened to customers, and we are making changes to our billing system this year. As we get ready for these changes, we encourage utility customers to sign up for eBilling. When you sign up for eBills, you will receive an email reminder each month when your bill is ready to be viewed online. eBills are a better option than mailed paper statements, and worth making the switch.

Six Benefits of eBills:

1. **Convenience:** As long as you have an Internet connection, you can access your utility bill online anytime, anywhere. Plus, you'll have immediate access to previous months of utility bills if you need them, and if you need a printed copy of your bill, you can easily download and print it at your convenience.
2. **View your bill as soon as it is available.** Traditionally, you may have had to wait for your statement to be printed and mailed to you. With eStatements, you get immediate access to your statement online so you can manage your household budget more effectively.
3. **Secure:** eBills are more secure than paper statements, as they require a secure login to access.
4. **Cost Savings:** eBills do not have printing, mailing, and postage costs, resulting in a cost savings benefiting all utility customers.
5. **Environmentally Friendly:** Even with recycling, paper is a costly resource; it takes approximately 24 trees to make a ton of paper. So, when you switch to eBills you'll do your part in reducing your paper trail—saving trees and reducing greenhouse emissions associated with paper manufacturing, printing, and mail transportation.
6. **Declutter and get organized.** Your online account acts as a virtual filing cabinet for your bills. That means you'll experience less clutter and more security.

Sign up today.

eBills really do help make life simpler. Give it a try today at BellevueWa.gov/pay-my-bill.



Greener Living Community Classes

We're once again offering free community classes to help you make sustainable choices at home this spring. The popular "Greener Living" workshops are updated regularly based on need and interest. This spring includes a new virtual workshop "Dare to Repair" with resources and tips for repairing broken household items. A mix of virtual and in-person workshops will be held throughout the year.

Spring 2023 workshop topics include the following:

- Dare to Repair!
- Responsible Reorganizing
- Reduce Wasted Food
- Curbside Composting and Beyond
- Plastics: Problems and Possibilities
- Safer Cleaning and Healthy Home
- Super Sorter

For class listings, dates and times, visit BellevueWA.gov/greener-living-classes.

Registration is required to attend classes. To register, email recycle@bellevuewa.gov or call 206-949-1787.

Don't Pay a Credit Card Fee

Yes, credit cards can be convenient, but that convenience comes at a price. Credit card fees can be costly and, as stewards of our customers' dollars, we are continuously looking for ways to save money. Later this year, Bellevue Utilities will implement a fee to credit card users to help recoup the cost of credit card transactions. We encourage utility customers to choose a payment option other than a credit card.

Choose a Better Payment Option with No Fee

- 1. Pay automatically from your checking or savings account.** This is ideal for money management. When your payment comes out of your bank account rather than a credit card account, it's much easier to budget for the money that you actually have.

Set up auto pay online at BellevueWa.gov/pay-my-bill, or by calling a customer service representative at 425-452-6973.
- 2. Pay using your bank's online bill pay.** Most banks offer very convenient online bill pay. You will just need to set City of Bellevue Utilities as a payee and the amount you want to pay.
- 3. Pay by mail with a check.** While snail mail is not very convenient and there are still postage costs, this is an option if you plan ahead and prefer writing a check and putting it in the mail.
- 4. Pay by check or money order in person.** You can use the Drop Boxes located at:
 - **Crossroads Mini City Hall** at:
15600 NE 8th St., #H-9.
Dropbox is located to the right of the entrance.
 - **City Hall** at 112th Avenue Northeast.
Drop Box is located to the left of the entrance.

Need Help Paying Your Utility Bill?

Bellevue Utilities is committed to ensuring all customers have access to affordable utility services no matter of their financial situation. We understand many households are facing financial hardship in our region, and we want to make sure our customers are aware of their options.



Rate Discount

Bellevue Utilities offers low-income seniors (62 and older) and low-income persons with permanent disabilities a discount on basic utility costs for water, wastewater, and drainage. Customers must meet specific residency and income guidelines.

Customers who are receiving home kidney dialysis treatments may qualify for a discount on the water and wastewater required to provide those medical treatments without an income requirement.

Emergency Assistance

If you are not eligible for the Utility Rate Discount Program, you may qualify for a 100 percent discount for up to two bills (not to exceed \$333 per bill) if you are experiencing a one-time financial shock that interferes with your household's ability to cover basic needs. There are no age or disability requirements. Certain residency and income requirements must be met. This assistance is available to customers once every three years.

Learn More

Get complete details on both the Rate Discount and Emergency Assistance programs at BellevueWA.gov/rate-relief, call 425-452-5285, or email utilityrelief@bellevuewa.gov.

Bellevue Utilities News is available online and in other languages at BellevueWA.gov/utilities

可在以下网站用中文查看《贝尔维尤市公用事业新闻》(Bellevue Utilities News): BellevueWA.gov/utilities

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Tin Tức Về Tiện Ích của Bellevue (Bellevue Utilities News) có bản tiếng Việt trong BellevueWA.gov/utilities.

General information: 425-452-6932
utilities@bellevuewa.gov
utilities.BellevueWA.gov

Customer Service/Billing: 425-452-6973

Drinking Water Quality: 425-452-6192

24 Hour Emergencies: 425-452-7840
(flooding, water main breaks, no water, sewer overflows, pollutant spills)

Republic Services (solid waste service):
425-452-4762