



## NOTIFICATION OF NEW FEES

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BEGINNING FEBRUARY 2016

### DUPLICATE BILLING—\$2.00 PER ADDITIONAL PAPER COPY

The Town of Friday Harbor will begin applying a \$2.00 administrative fee to the main account for each copy (duplicate) bill sent to an additional mailing address/party other than the property owner. The fee will apply to all customers that currently have duplicate billing in place and all future requests for duplicate billing.

**Q: How can I avoid this fee and still send a bill to my tenant?**

A: You can avoid the \$2.00 administrative fee for duplicate billing by utilizing the Town's online billing system. First, notify our office in writing or via email that you would like duplicate billing removed from your account.

Next, register your account online by going to [www.fridayharbor.org](http://www.fridayharbor.org). Select "View or Pay Bills Online", click on "Register Now", and follow the easy three-step process.

Once you log in to your account, go to "My Profile", select "Update Account Info", enter your tenant's email address in the "Courtesy Email Address" field, and click "Update" to finalize the changes.

**It's that easy and it's free.**

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### DELINQUENCY NOTICE—\$5.00 PER OCCURENCE

A delinquency ("pink") notice is issued when a utility account is unpaid for 40 days. This notice includes the upcoming shut-off date and the total balance due. In an effort to encourage timely payment of utility bills and recover administrative costs associated with issuing delinquency notices, the Town is now imposing a \$5.00 administrative fee against the main account for each occurrence of a delinquency posting.

**Q: How do I avoid a delinquency notice and the \$5.00 fee?**

A: You must pay your previous balance prior to 4:00 p.m. on the 10th day of the new month. If the 10th lands on a weekend, your payment is due by 4:00 p.m. the next business day.

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### SHUT-OFF WARNING TAG—\$10.00 PER OCCURENCE

If the total balance due for a delinquent account is not received by 12:00 p.m. **the day before** the scheduled shut-off date, a warning tag will be delivered to your service address and an administrative fee of \$10.00 will be applied to the main utility account.

Previous policy still applies: If the full balance is not received by 9:00 a.m. **on the shut-off date**, your service will be terminated for non-payment and a fee of \$45.00 will be applied to the account.

**Q: How do I avoid the \$10.00 fee for a warning tag?**

A: Please remit payment as soon as possible after receiving your utility bill. You may pay in person, place check payments in the outside drop box, or pay online (fees apply) at: [www.fridayharbor.org](http://www.fridayharbor.org)

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**Please feel free to contact us with your questions:**

Town of Friday Harbor | PO BOX 219—Friday Harbor, WA 98250 | 360-378-2810 | [www.fridayharbor.org](http://www.fridayharbor.org)