

## **Capacity Charge Reporting**

- \* Property owner applies for a side sewer permit at the local agency where the property is located.
  - Agency collects data from customer and Sewer Use Certification form is completed for later submission to King County. A copy should always be provided to the customer. This is the customer's first notice of the charge on that property.
  
- \* After agency does final sanitary sewer inspection, connection date is filled in on form, all information is reviewed for accuracy and then form is sent to the County.
  - Forms should be sent to the County monthly.
  
- \* King County receives the forms, & stamps them in on the day of receipt.
  - Information on residential forms reviewed for completeness.
  - Information on non-residential forms is confirmed by speaking to a property contact provided by the local agency.
  
- \* After forms are reviewed and completed, they are passed on to Capacity Charge Program Accounts Receivable staff for set-up.
  
- \* When forms are received timely, account is set up within 2-3 weeks, a "customer letter" is automatically sent to the customer the next month and the following month, invoices begin.
  
- \* More time and attention is needed for multi-family properties, mixed-use, non-residential properties and discount qualified properties.

### **General Facts about Billing the Capacity Charge:**

- The first of each month between 12 and 15 thousand invoices are run and mailed to customers.
  
- Each month new customer letters are printed and sent to between 400-500 new customers. Included with each letter is a Q & A pamphlet.
  
- If a property has a connection date before 2007 the customers will get their bill every six months; if connected in 2007 or after they get their invoices every three months.
  
- King County began accepting e-payments in September 2008 for the first time.

### **Complications:**

- Late forms.
- Inaccurate owner, property, billing data.
- Address change without KC notification.
- Inaccurate date of connection.