



P.O. Box 9 Woodland, WA 98674

[www.ci.woodland.wa.us](http://www.ci.woodland.wa.us)

## Important Notice Regarding Your City of Woodland Utility Account

Dear Customer,

This letter is to inform you that your City of Woodland water utility account is currently past due and will be assessed additional late fees and is subject to disconnection. Please contact us today to bring your account current. If you have recently submitted payment on all past due charges, thank you, you can ignore this letter. If not, please refer to the dates and options listed below to ensure that your service is not disconnected.

### Important Dates and Information:

- **Late Fees**

A late fee of \$20 or 10% of your past due balance, whichever is greater, will be applied if your balance is not paid in full by **April 15th, 2024**.

- **Disconnection of Service**

Water service disconnection will occur for accounts that remain past due after **May 5th, 2024**. A reconnection fee of \$100 will be applied in addition to all outstanding charges to restore service.

*We understand unexpected financial situations can arise and The City of Woodland is here to help.*

- **Payment Plans**

If you are facing difficulty paying the full balance at once, we are allowing you to create a payment plan. In order to set up a payment plan you will need to pay your most recent utility bill and 20% of your outstanding past due balance. The remainder of the balance will be due in equal monthly payments. Payment terms are dependent upon the amount owed.

### Payment Options

- **Phone**

Reach our friendly customer service representatives by calling 1-888-674-0085 to make a payment over the phone and set up a payment plan.

- **Online**

You can conveniently pay your bill online at [WoodlandWA.myUtilityDirect.com](http://WoodlandWA.myUtilityDirect.com)

By addressing your past due balance before the deadlines listed above, you can avoid late fees and service disruptions.

We appreciate your prompt attention to this matter. If you have any questions or require assistance, please contact us.

Sincerely,

Todd W. Dinehart  
Mayor  
City of Woodland

**Clerk-Treasurer  
Mayor's Office**

230 Davidson Ave  
Office: (360) 225-8281  
Fax: (360) 225-7336

**Community Development**

230 Davidson Ave  
Office: (360) 225-7299  
Fax: (360) 225-7336

**Police Department**

200 East Scott Ave  
Office: (360) 225-6965  
Fax: (360) 225-1201

**Public Works**

236 Davidson Ave Suite B  
Office: (360) 225-7999