

**DEPARTMENT OF NATURAL RESOURCES AND PARKS**

**KING COUNTY SOLID WASTE DIVISION**

**CUSTOMER ACCOUNT APPLICATION REQUIREMENTS**

Carefully review the following guidelines to determine if your business meets the requirements to open an account with the King County Solid Waste Division:

All King County Non-Government accounts must have an [irrevocable financial surety bond](#) in place with King County Solid Waste as the payee and a **minimum amount of \$3,500.00**.

[Construction and Demolition](#) debris (C&D) will *not* be accepted in the King County Solid Waste Division Transfer Stations in vehicles/trucks/trailers with mechanized or hydraulic lift beds. **The load *cannot* contain more than 20% C&D.**

The ability to charge a **minimum of \$100.00 on the account** each month.

## Frequently Asked Questions (FAQs)

1. **I have an existing account with King County Solid Waste Division, and I need to update my company's information.** Please contact [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) for any changes to your account.
2. **What is an irrevocable financial surety bond?** This is a bond that assures King County the right to collect against the bond, if the company defaults on paying their billing.
3. **How do I obtain an irrevocable financial surety bond?** A bond may be obtained through your bonding agent or insurance company.
4. **Can I email a copy of the bond?** The original document must be received by our office to fulfill the requirements to open an account with the King County Solid Waste Division (SWD).
5. **What is considered Construction & Demolition (C&D) material?** Please refer to the [Recycling and disposal of C&D materials](#) flyer for detailed information on C&D disposal.
6. **My company disposes of C&D material, but sometimes disposes of other material. Can we still open an account?** All loads containing C&D material must only comprise of 20% or less of C&D material. Any loads containing more than 20% will be turned away at the King County SWD Transfer Stations. It is not recommended to open an account with King County SWD if this criterion cannot be met.
7. **What are disposal cards?** Once the account is established with the King County SWD, disposal cards will be sent to the *Disposal account cards mailing address* as listed on the *King County Solid Waste Division Customer Account* application. These cards are to be used by the drivers of the listed vehicles to track the transactions of disposed waste at King County SWD Transfer Stations. These transactions will be invoiced on the monthly billing statement.

8. **I have an existing account with King County SWD. How do I request additional disposal cards?** Requests for additional disposal cards can be directed to: [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) with “Card Request” in the subject line. Please provide the account name and number in your message, along with the license plate number(s) and fleet number(s) (if applicable) to be listed on the card(s). The disposal card(s) will be mailed to the *Disposal account cards mailing address* and the fleet contact for your account. If the mailing address or contact name differs from what is listed on the application, please notify us of any changes.
9. **My driver did not receive a receipt from the transfer station. How can I request a copy?** Please contact: [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) with “Reprinted Ticket” in the subject line and include as much information regarding the transaction as possible in your message (e.g., date, approximate time, transfer station location, account name and/or number, fleet information, etc.).
10. **When should I expect my first billing statement?** Transactions for the current billing month will be generated on a billing statement and sent the following month, usually within the first five (5) business days.
11. **My office is not set up to receive monthly billing statements, electronically. Can I request a mailed statement?** Please contact Accounts Receivable at: [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) if you require a hard copy of the billing statement to be delivered to your office.
12. **Which forms of payment do you accept?** To pay by credit card, please visit: <https://payment.kingcounty.gov/> and select the **Pay Invoices** option. The required information (Account number and Location Number) is listed on the monthly billing statement. Note: a credit card processing fee will apply.  
To set up an Automated Clearing House (ACH) transfer, please contact: [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) for wiring instructions.  
To pay by check, please remit payments to:

King County Finance  
201 S Jackson Street, Suite 5710  
Seattle, WA 98104

For additional questions, please email: [AR.SWD@kingcounty.gov](mailto:AR.SWD@kingcounty.gov) or call Customer Service at (206) 477-4466.