DUE TO THE CURRENT CIRCUMSTANCES SURROUNDING COVID-19, THE CITY OF FERNDALE LOBBY WILL BE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE. CITY HALL IS STILL IN FULL OPERATION AND CAN BE CONTACTED BY PHONE OR EMAIL. IF YOU NEED TO PAY YOUR UTILITY BILL, PLEASE SEE THE OPTIONS INCLUDED. WE SINCERELY APOLOGIZE FOR THE INCONVENIENCE THIS MAY CAUSE.

Paying your Utility Bill by phone:
- Call the City of Ferndale’s automated line at 1-855-288-1569
- Enter your full 8-digit account number without the decimal at the prompt
- See examples below:

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STATEMENT DATE               ACCOUNT NUMBER
2/28/2020                  xxxxx,000
DUE DATE                   AMOUNT DUE
3/15/2020                  

AMOUNT ENCLOSED $           
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- Write down your confirmation number in case the account number was entered incorrectly

Please note:
- The automated system only allows for payments of $600.00 at a time. If your bill is $750.00, you will need to make a payment of $600.00 and a second for $150.00. - There is NO CHARGE to make a payment by phone or through the website

Paying your Utility Bill with our Drop Box at City Hall:
- Our drop box is located in the City Hall parking lot at 2095 Main Street
- Please do not place cash inside the drop box
- Payments will be collected Monday through Friday and processed the same day

For General Inquiries:
City Hall will be staffed during regular business hours and can be reached at 360-384-4302. If you have any questions regarding your bill, or need assistance with making payments, please call our Utility Billing Clerk at 360-384-4269 or email utilitybilling@cityofferndale.org. Utility Billing will be able to email, fax, or mail forms as necessary.
Paying your Utility Bill through the City website:
- Visit www.cityofferndale.org
- Click on “Utility Billing”

- Towards the middle of the screen, you will see “Pay Online” or “Pay Online- Guest”
- If you do not have an account, use “Pay Online- Guest”

- Follow the prompts and use your full 8-digit account number without the decimal

Please note:
- The automated system only allows for payments of $600.00 at a time. If your bill is $750.00, you will need to make a payment of $600.00 and a second for $150.00.
- There is NO CHARGE to make a payment by phone or through the website

For Business Licenses/Applications:
- Please visit www.cityofferndale.org
- Click on “Resources”

- Scroll down and click “Applications and Forms”
- Please submit all applications or forms in the drop box, or mail them to:

City of Ferndale
PO Box 936
Ferndale, WA 98248