

FIRGROVE MUTUAL WATER COMPANY

(253) 845-1542 • Fax: (253) 845-4728 • 10408 - 144th Street East • Puyallup, Washington 98374

FIRGROVE MUTUAL WATER COMPANY COVID-19 CUSTOMER ASSISTANCE PROGRAM

BACKGROUND

On March 19, 2020, Governor Inslee issued Proclamation 20.23 which called on public utilities in Washington state to ensure the health and safety of their employees and the public by suspending service disconnections for nonpayment during the COVID-19 pandemic; waiving late fees for customers who are out of work or offering customer payment plans to those who have been directly impacted by COVID-19 pandemic; and expanding bill assistance programs for customers who are economically impacted by this emergency. The most recent proclamation can be found at:

https://www.governor.wa.gov/sites/default/files/proclamations/proc_20-23.6.pdf

In response, Firgrove Mutual Water Company (Firgrove) is implementing the following COVID-19 Customer Assistance Program (CCAP), as adopted by its Board of Trustees. This program offers customers a DEFERRED PAYMENT ARRANGEMENT option.

DEFERRED PAYMENT ARRANGEMENT

A deferred payment arrangement will be extended to customers for the payment of delinquent accounts where the customer attests to the temporary inability to make full payment due to COVID-19.

This **Deferred Payment Arrangement** grants customers up to **six months of payment deferral** (three billing cycles) beginning March 18th without late or reconnection fees imposed on outstanding balances as well as suspending disconnection of water services. After which, customers would then be allowed to request up to a **twelve-month pay arrangement** to spread the costs of outstanding bills over that period based on amount of payments outstanding.

Customers will be required to complete the **Deferred Payment Arrangement Request Application** (Appendix A) attached to this policy. Customers need to attest that, due to COVID-19-related issues, the customer is unable to timely pay his/her/their utility bill.

On a case-by-case basis and at customer request, deferred payment arrangements may be extended in conjunction with review of the documented circumstances, a satisfactory payment history, and approval by Finance Director or General Manager.

AUTHORIZATION

This Program, as approved by the General Manager and the Board of Trustees, is retroactively effective beginning the 18th day of March 2020. The discontinuation of this Program will be based on the Board of Trustees' direction/approval.

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DEFERRED PAYMENT ARRANGEMENT REQUEST APPLICATION (Appendix A)

POLICY:

This Deferred Payment Arrangement grants customers up to **six months of payment deferral** (three billing cycles) without late or reconnection fees imposed on outstanding balances as well as suspending disconnection of utilities. After which, customers would then be allowed to request an extended **twelve-month payment arrangement** to spread the costs of outstanding bills.

To be approved for this Deferred Payment Arrangement, the Customer needs to attest that, due to COVID-19 related issues, the customer is unable to timely pay his/her/their utility bills.

REQUIRED INFORMATION:

ACCOUNT HOLDER NAME: _____

ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

_____, WA 98
City State Zip Code

DEFERRAL REQUEST for BILLINGS: From: ____/____/____ To: ____/____/____

ATTESTATION OF APPLICANT:

Under penalties of perjury, we/I attest that, due to COVID-19-related issues, we/I am unable to timely pay our/my utility bill. We/I also declare that we/I have examined this application and policy, and to the best of our/my knowledge and belief, it is true and correct and accurate.

APPLICANT SIGNATURE

DATE

APPLICANT SIGNATURE

DATE