

The Aquifer



Phone: (253) 845-1542 • Fax: (253) 845-4728 • 10408 144th St E, Puyallup, WA 98374

Regular Business

Hours:

7:30 AM to 4:00 PM*

Monday – Friday

Closed on Saturday and
Sunday.

*If you have an after-
hours emergency,
please call 253-948-6780
to reach our after-hours
technician.

General Manager:

Larry Jones

Board of Directors:

Nancy Donovan

Austin Fisher

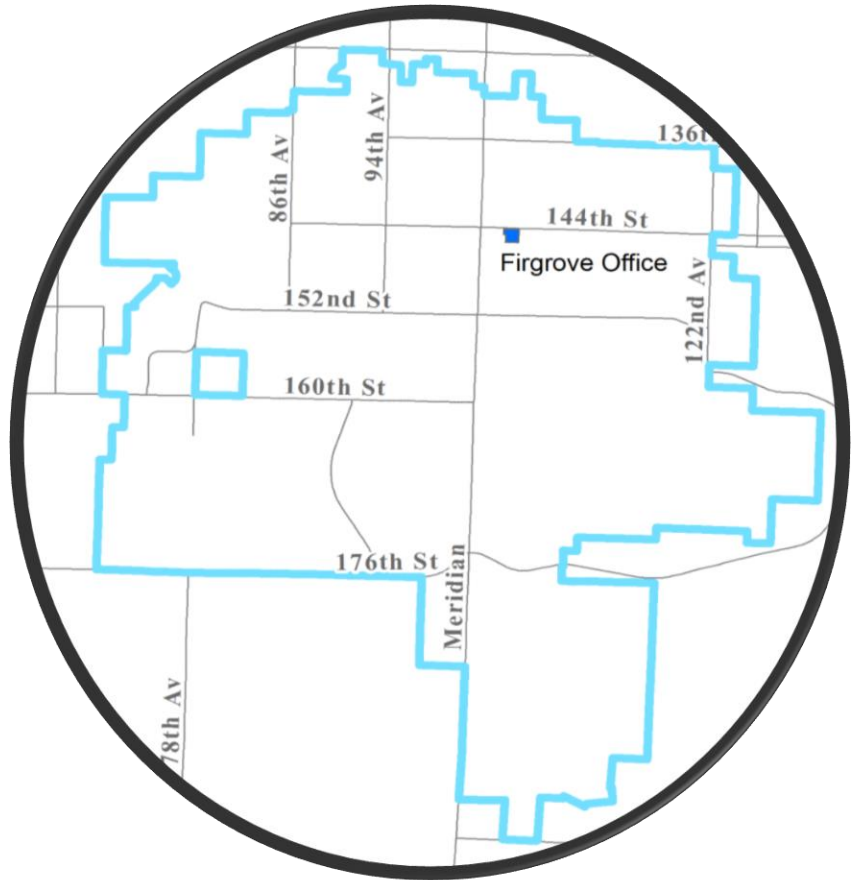
Mitchell Hinds

Donald Rose

Scott Williams

Please visit us at

www.firgrove.org for
more information.



Firgrove's office is located on the East side of Meridian Ave E,
on 144th St E.

Mission Statement

It is the mission of Firgrove Mutual Water Company to provide high quality drinking water and excellent customer service. We will maintain the balance of quality service and cost effectiveness that best benefits our customers. We will be an integral member of our community through positive and supportive actions as its water purveyor. We will be environmentally responsible and responsive to the needs of economic development.



Plan B for Medical Necessities

Do you, or a loved one residing in your home, use medical equipment or home treatment that requires use of your utilities to operate or complete? If this is the case, it is always a good idea to have a “Plan B” in situations where these utilities may be temporarily inactive. As the colder months approach, it is important to remember that large winter storms can easily knock down power lines, causing the electricity to go out while cold snaps can freeze the ground, causing the water mains to occasionally break unexpectedly, halting the flow of water to your home.

Restoring these utilities can take hours and sometimes even days depending on how bad the situation is and how many people are without service. Planning ahead for temporary losses of service can help prevent you from scrambling if an emergency does arise. It is advisable to consider obtaining a generator for losses of power and keeping a large stock of potable water in your home in the case of a disruption to your water service.

If these options are not available to you, it is recommended that you arrange with a friend outside of your service area to house you or your loved one during the outage so that the necessary medical procedures can still be completed.

Firgrove Holiday Closures:

Thanksgiving - November 26th & 27th, 2020

Christmas - December 25th, 2020

New Year's - January 1st, 2021

Presidents Day - February 15th, 2021

Don't let your “White Christmas” be a wet one!

The bad news is that it is now more important than ever to regularly take a look at your water meter to check for leaks as cold weather can cause cracks and breaks in service lines. The good news is that you can use your water meter to detect leaks!

To quickly check your water meter for leaks, you can turn off all of the water in your home and check the water meter. If the meter is spinning, that indicates that there may be a leak somewhere in your system.

To more thoroughly check your water meter for leaks, you can write down the number on your meter at a time when you won't use water in the home for an extended period of time. After a substantial amount of time has passed with no water being used, you can check the meter and if the number has changed, you know that there may be a leak in your system.

Wipes clog Pipes

During the pandemic of Covid-19 many people have turned to sanitization wipes in order to prevent members of their household from getting sick. Keep in mind that “disposable” and “flushable” wipes are not actually flushable and can still easily clog pipes, resulting in costly repairs. Wipes that can cause blockages include personal wipes, baby wipes, towelettes, and sanitization wipes. Always throw these types of products away rather than flushing them down the toilet.

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_20-23.13.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 payment deferrals beginning March 18th, 2020, without late or reconnection fees imposed on outstanding balances as well as suspending disconnection of water services, until the expiration of Governor Inslee's proclamation. 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, which can be located at https://www.firgrove.org/forms.php?fm_cat=10. 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 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.

Local Assistance Agencies:

United Way of Pierce County (South Sound 211)

Phone: DIAL 211 or 1-877-211-WASH (toll-free) or 253-572-4357

Website: www.uwpc.org

LASA – Living Access Support Alliance

Phone: 253-581-8689

Website: www.lasawa.org

Pierce County Human Services

Phone: 253-798-4328 or 253-798-3590 if services have been disconnected for nonpayment

Phone: 253-798-8700 for COVID-19 funding assistance

Phone: 253-841-8886 for assistance with rent

Pierce County DSHS – Community Services Offices

Phone: 877-501-2233

Assistance during COVID-19 pandemic: emergency funding for eviction notices, and utility bills including electric, gas, heating fuel, water, sewer, telephone, and security deposit move-in assistance for the homeless

Helping Hand House (focuses aid on families with children)

Phone: 253-848-6096

Love, INC of Pierce County

Phone: 253-531-2366

Website: www.loveincpiercecounty.org

Holy Disciples (services ZIP codes 98373 and 98374)

Phone: 253-846-8806

Salvation Army (Shine a Light program)

Phone: 253-841-1491

St. Vincent De Paul

Phone: 253-341-1240

Pierce County Veteran’s Bureau (must be veteran or widow of veteran)

Phone: 253-798-7449

Assistance during COVID-19 pandemic: emergency assistance, free food, rent, utilities

Army Community Service (must be active military member or family)

Phone: 253-967-7166 Assistance during COVID-19 pandemic: emergency assistance in the form of a grant or zero interest rate loan for vehicle repairs, rent, utilities, rent evictions, other basic necessities

Fun Stuff for the Kids

The mountains have lots of snow that melts into water. Circle the three trees that are alike. Color the picture.

