

Mt. View-Edgewood Water Co.
11610 – 32nd St E
Edgewood, WA 98372
Phone: 253-863-7348 Fax: 253-863-0752

On March 18, 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; and expanding bill assistance programs for customers who are economically impacted by this emergency. In response, Mt. View-Edgewood Water Company (MTVE) is implementing the following COVID-19 Customer Assistance Program (CCAP). 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 the COVID-19 crisis.

This Deferred Payment Arrangement grants customers up to **six months of payment deferral** beginning **March 18th, 2020**, without any late or reconnection fees imposed on outstanding balances, as well as, suspending disconnection of water services. After this period, customers will be allowed to request an arrangement to spread the costs of outstanding bills over a period of up to twelve months, based on the amount of the outstanding balance. Applications for deferred payments must be submitted by **September 18th, 2020**.

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

Deferred Payment Arrangements may be extended on a case-by-case basis with the request of the customer and approval of the General Manager.

AUTHORIZATION

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

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DEFERRED PAYMENT ARRANGEMENT REQUEST APPLICATION

This Deferred Payment Arrangement grants customers up to **six (6) months of payment deferral** (equal to three billing cycles) without any late or delinquent fees imposed on outstanding balances, as well as, suspending disconnection of the customer's water service. After this period, customers may request a payment arrangement to spread the costs of the outstanding bills over a period of up to twelve (12) months, based on the amount of the outstanding balance.

To be approved for the Deferred Payment Arrangement, the Customer will need to attest that, due to COVID-19 related issues, the Customer is unable to make timely payment of their water bill.

REQUIRED INFORMATION:

ACCOUNT HOLDER NAME(S): _____

ACCOUNT NUMBER: _____ - _____

SERVICE ADDRESS: _____

Edgewood, WA _____
Zip Code

DEFERRAL REQUEST FOR BILLINGS:

From: ____/____/____ To: ____/____/____

ATTESTATION OF APPLICATION:

Under penalty of perjury, I/we declare that I/we are experiencing or have experienced economic hardship as a direct result of the COVID-19 pandemic and due to this economic hardship I/we are unable to make timely payment of the water bill on the account as noted above.

APPLICANT'S SIGNATURE

DATE

APPLICANT'S SIGNATURE

DATE