

# Valley Water District

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July 21, 2020

Memo to: Valley Water District Board of Commissioners

RE: COVID-19 Customer Payment Assistance Program

**Implementation:** By August 1, 2020 Valley Water District will implement the following:

1. Post this memo on the District website stating the approved District plan to respond to past due account balances related to and accumulated during the period of time with restrictions by the Governor related to utilities charging late fees and terminating service.
2. Post a copy of the Deferred Payment Agreement on the District Website.
3. Post a list of agencies that provide customer payment assistance on the District website.
4. Include a bill note on all future billings regarding the Deferred Payment Agreement that will be available to customers at the end of the Governor imposed late fee and termination period.

**The District is and will remain in compliance with the Washington State Governor's Proclamations that prohibit water utilities from disconnecting, refusing to connect, and charging late fees for certain nonpayment. Upon the date that Governor Inslee's Proclamations related to these restrictions end, Valley Water District will do the following:**

1. Notice shall continue to be sent to all customers on each billing statement in a Bill Note informing them of the COVID-19 Deferred Payment Agreement option and with a link to the District website for more information.
2. Property Owners with an outstanding past due balance will receive an individual notice informing them of the COVID-19 Customer Payment Assistance Program and have 30 days to sign up for the Deferred Payments.
3. No late fees or disconnection of services will take place during this 30 day period.
4. After the 30 day grace period any customer account with balances subject to disconnect that have not executed the Deferred Payment Agreement will receive a disconnection of service notice and will have service terminated if payment is not made in full, or a Deferred Payment Agreement is not executed and returned to the District by the designated disconnect date.

**COVID-19 Customer Payment Assistance Program offering Deferred Payment Agreement will be made available upon termination of any Governor restrictions related to utilities charging late fees or terminating service:**

The Payment Agreement grants property owners **One Year (6 billing cycles)** to pay the outstanding balance on their account with no additional penalties assessed after the execution of this agreement for the remainder of the installment period. A 1% APR interest rate will be assessed on the deferred balance. The agreement will be allowed under the following conditions:

1. Deferred Payment Agreement can only be agreed upon (& signed) by the property owner.
2. The outstanding balance on the account will be divided by 6 and applied to the next 6 billing cycles with a 1% APR interest rate assessed on the deferred balance.
3. The deferred payment will be listed on the billing statements under the rate “Contract”. The billing statements will include any applicable regular (current) billing amount as well as the “Contract” amount.
4. A Lien will not be filed against the property for those property owners that choose to make a Deferred Payment Agreement as long as the customer keeps all future bills current, including the “Contract” amount. The “Contract” amount on each billing will be subject to the same due dates, penalties, shutoffs and liens as each regular billing, as permitted by the Washington State Governor’s Proclamations.