

Valley Water District

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October 4, 2021

Memo to: Valley Water District Board of Commissioners

RE: COVID-19 Customer Payment Assistance Program

Implementation: Valley Water District will implement the following provisions, which will amend the District's Customer Payment Assistance Program approved on September 7, 2021:

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 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. Currently Governor Inslee's Proclamations related to these restrictions are set to end on September 30, 2021, Based on that date 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. On October 15, 2021 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 (November 15, 2021) any customer account with balances subject to disconnect that have not executed the Deferred Payment Agreement will receive a disconnection of service notice mailed and door hung giving them until December 3, 2021 to make payment or execute the payment arrangement agreement. Service will be disconnected for anyone who has not made payment in full (of all past due amounts) on December 6, 2021. The District may file a lien against the property in accordance with law.

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 with balances under \$1,000 **One Year (6 billing cycles)** and customers with balances over \$1,000 **Eighteen Months** 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 and applied evenly between the allowed repayment billing cycles (6 or 9 billings depending on amount of past due balance) 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.

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.