

FOR IMMEDIATE RELEASE

Wednesday, April 8, 2020

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Find us at KittitasPUD.com or follow us on Facebook.



Kittitas PUD offering relief from delinquency processes.

We recognize that many customers are or will be experiencing financial hardship as a result of COVID-19 and are following Governor Inslee's encouragement to take actions to reduce the negative economic impacts of the pandemic on our customers.

We have already implemented the following relief for customers as of March 20, 2020:

- We will not be disconnecting service due to non-payment at this time.
- We will not be charging late payment penalties and fees at this time.

Customers with concerns about being able to pay their bills on time should contact the office. Employees continue to be available during regular office hours by phone and email.

We are also asking customers able to continue paying their monthly utility bills to please do so.

- As a nonprofit, we rely on customer payments to continue operating and to enable us to provide flexibility to those most impacted.
- Energy use for most customers will increase as more time is spent at home. While we don't want increased energy use to add to customers' worries, we also want customers to avoid large unpaid balances that will be difficult to catch up on in the future. We encourage customers to pay what they can when they can, even if bills are not paid in full.

All our established assistance programs are still available.

- There are a number of assistance programs available in our community to help customers who are struggling to pay their utility bills, and Kittitas PUD is committed to working closely with all of them. Visit KittitasPUD.com and look for Financial Assistance under the Customers menu for contact information for financial assistance resources.
- If you are able, please consider joining other PUD customers and employees in helping those in need by making a 100% tax-deductible donation to our Helping Hands fund. For more information about the program and how to donate, please visit our website at KittitasPUD.com. Look for the Helping Hands Program link under the Customers menu.

We will continue to implement processes to help customers economically affected by COVID-19 as the situation develops. Customers can continue to refer to our website and Facebook page for press releases and updates. Please contact the office if you would also like to receive email notifications.