

FOR IMMEDIATE RELEASE

Friday, June 5, 2020

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



Kittitas PUD is committed to economic recovery through COVID-19 Customer Support programs.

Governor Inslee has issued [Proclamation 20-23.4](#)¹, pertaining to Utility Ratepayer Assistance and Preservation of Essential Services. Kittitas PUD is committed to keeping our customers connected to essential services during the COVID-19 pandemic emergency. If you are experiencing hardship as a result of the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance. This Proclamation does not relieve customers from the obligation to pay for utility services.

This most recent update to Proclamation 20-23 prohibits utilities from disconnecting service, refusing to reconnect service, or charging late fees due to non-payment through July 28, 2020. Kittitas PUD voluntarily instituted this customer assistance on March 20, 2020.

Kittitas PUD has created a [COVID-19 Response](#)² page to assist customers. Customers should continue to refer to our website and Facebook page for press releases, updates, and information about available assistance programs. Please contact the office if you would also like to receive email notifications.

We are evaluating how best to offer long-term payment arrangements for large unpaid balances resulting from economic hardship caused by the COVID-19 pandemic, prior to normal delinquency processes resuming after July 28, 2020. We are working hard to anticipate the needs of our customers and offer options that will aid in economic recovery, while still treating all customers fairly and maintaining fiscal responsibility. Information on options and the application process will be available on our website and Facebook page as they are instituted, or by contacting the Customer Service department by phone or email.

In addition, we continue to partner with existing resources to help customers before unpaid balances become unmanageable.

- HopeSource has several assistance programs available for Kittitas PUD customers – even customers who may not have previously qualified for assistance or who have already received an award this year. Please contact HopeSource directly for additional information at www.hopesource.us or by phone at (509) 925-1448 or (509) 674-2375.
- A Disaster Cash Assistance Program (DCAP) has been implemented by the Washington State Department of Social and Health Services (DSHS) to provide emergency cash assistance to some Washington residents who are not eligible for other programs. Additional information is available at www.dshs.wa.gov/alert/covid-19-information.
- Additional assistance programs may be available through various other organizations. Visit our [Financial Assistance](#)³ page for information about financial assistance resources.

We are hopeful about the progress being made in economic recovery and the reopening of Kittitas County as we move through the phases of the Washington “Safe Start” plan. Currently, our office and public spaces remain closed to the public, but all PUD employees remain on the job and available to customers by phone and email. We will continue to evaluate work assignments and processes as new information develops, and strive to meet the needs of our customers despite restrictions that remain in place.

- Matt Boast, General Manager

¹ https://www.governor.wa.gov/sites/default/files/proclamations/20-23.4%20-%20COVID-19%20Ratepayer%20Assist%20EXT%20FINAL%200.pdf?utm_medium=email&utm_source=govdelivery or visit governor.wa.gov and search “20-23.4”

² <https://www.kittitaspud.com/227/COVID-19-RESPONSE>

³ <https://www.kittitaspud.com/151/Financial-Assistance>