

FOR IMMEDIATE RELEASE

Friday, March 20, 2020

For more information contact:

Kittitas PUD

office: 509-933-7200

customerservice@kittitaspud.com

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



Information related to Kittitas PUD's response to COVID-19: We remain committed to keeping the electricity on and remaining available for customers.

We take our responsibility seriously to contribute to the health and welfare of our community by providing safe, reliable electrical services. We are actively monitoring the current pandemic, considering the advice and directives of our state and local government, and making decisions in the interest of our customers to the best of our ability.

As of Friday, March 20, 2020, our Board of Commissioners has passed Resolution No. 1067 – “Declaring a Pandemic Emergency Event”, which will enable us to keep essential personnel on the job, implement measures to support our customers, and make necessary decisions quickly.

We will continue to respond to outages and emergencies, and to conduct business by phone, email and online. As situations change, we will respond and make necessary adjustments to keep our customers and employees safe and healthy.

Ways we can work together during this time:

- As a nonprofit, public utility we ask that customers who are able to continue paying their monthly utility bills, please do. This will help us continue operating while providing flexibility to those most impacted.
- Our front office, lobby, and rental facility will remain closed to the public until further notice, but we offer many options for making payments that maintain social distancing:
 - In our drop boxes or by mail at 1400 Vantage Hwy
 - By phone with our office (8am to 4pm, Monday through Friday) or our call center (24 hours a day)
 - Online at KittitasPUD.com by creating or logging in to your online account, or by QuickPay which only requires your name, PUD account number, and payment account information.
- 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 recognize that many customers are or will be experiencing financial hardship as a result of COVID-19. If you have concerns about being able to pay your PUD bill, please contact our office as soon as possible. Employees will continue to be available during regular office hours by phone at (509) 933-7200 or by email at customerservice@kittitaspud.com to discuss options available to you.

- 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.
- Field work will continue to prevent service interruptions. If you experience an outage, please continue to report it by calling 509-933-7200 and selecting option 0 as you always would. Employees in the field will follow recommendations for social distancing and sanitization.
- Anticipate that energy use may increase as you spend more time at home, but don't let energy use add to your worries. Thankfully, we've been experiencing mild spring temperatures that should allow you to reduce home heating costs. For more tips about ways to stay comfortable and be energy-smart, please visit KittitasPUD.com. Look for the Energy-Saving Tips under the About Us, Conservation Programs menus.

As we've said before – please rest assured that Kittitas PUD employees are still working and available to customers as we have been since 1937 and will continue to be as this crisis evolves.

We ask for your patience and understanding as we work to provide the best service possible while protecting employees and customers.

- Matt Boast, Kittitas PUD General Manager