

## FOR IMMEDIATE RELEASE

Monday, April 27, 2020

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



## Kittitas PUD customers have access to assistance programs.

We understand that many customers are experiencing financial hardship or may begin to feel economic impacts as the pandemic continues. We want customers to know that there are assistance programs to help customers pay utility costs and avoid large unpaid balances.

We voluntarily implemented relief for customers as of March 20, 2020 by suspending disconnection of service due to non-payment and late payment penalties and fees at this time.

Although we have instituted these temporary measures to reduce negative impacts on customers - it is important to understand that as a nonprofit utility, we do not have an option to waive any portion of a customer's account balance for electric usage at any time. All current and past due balances will be required to be paid eventually. With this in mind, we encourage customers to pay what they can when they can, even if unable to pay their bill in full and to pursue available assistance programs.

- HopeSource has several assistance programs available for Kittitas PUD customers:
  - The Energy Assistance Program helps individuals pay their heating bills based on funding and household income eligibility.
  - The Helping Hands Program is funded by PUD customer and employee donations and is available to Kittitas PUD customers who may not qualify for other programs.
  - Due to the COVID-19 crisis, even customers who did not previously qualify or who have already received assistance from HopeSource this year may qualify for an additional benefit.
  - Please contact HopeSource directly for additional information at [www.hopesource.us](http://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). DCAP makes emergency cash assistance available to some Washington residents who are not eligible for other programs to help meet immediate needs, such as utility costs.
  - People can apply at [WashingtonConnection.org](http://WashingtonConnection.org), or by calling (877) 501-2233.
  - Additional information is available at [www.dshs.wa.gov/alert/covid-19-information](http://www.dshs.wa.gov/alert/covid-19-information).
- Additional assistance programs may be available through various other organizations. Visit [KittitasPUD.com](http://KittitasPUD.com) and look for Financial Assistance under the Customers menu for contact information for financial assistance resources.

We will continue to consider and 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.