

PUD No. 1 of Kittitas County COVID-19 Customer Support Programs

The following programs are available to Kittitas PUD customers who need assistance paying their PUD bills due to economic hardship as the result of the COVID-19 pandemic.

HopeSource assistance programs

- Energy Assistance Program
 - The Energy Assistance Program helps individuals pay their heating bills, whether it's electricity, gas, oil, propane, wood or wood pellets.
 - Eligibility for the program is based on funding, income based on household size, and energy costs.
- Helping Hands Program
 - The Helping Hands Program is a 100% voluntary giving program to assist low-income customers pay their electric utility bills. Customers and employees of Kittitas PUD donate to this fund. In accordance with RCW 54.52.010, all funds contributed to the Helping Hands program will be transferred to HopeSource for dispersal.
 - Kittitas PUD customers over the age of 60 may be eligible based on income level and household size.
- COVID-19 Assistance Program
 - HopeSource has received additional funding specifically for customers financially affected by COVID-19.
 - Eligibility for the program is based on funding and income based on household size.
 - Even customers who have already qualified for a HopeSource assistance award this fiscal year may be eligible.
- Please contact HopeSource directly for additional information at www.hopesource.us or by phone at (509) 925-1448 or (509) 674-2375.

Department of Social and Health Services Disaster Cash Assistance Program

- 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. This program can provide emergency funds to help cover immediate basic needs such as food, housing, and utility costs.
- All Washington residents, regardless of citizenship status, who meet income and resource limits of the program may be eligible.
- Apply for DCAP online at WashingtonConnection.org or by phone at (877) 501-2233.

Community financial assistance programs

- Financial assistance is available to qualifying customers from various community resources.
- Visit our [Financial Assistance](#) page for more information about assistance organizations.

Other assistance information

- Washington residents can contact Washington 2-1-1 for the latest information about assistance that may be available including utility assistance, diapers, transportation, food and shelter, and many other programs. Visit www.wa211.org or dial 2-1-1 from any phone for more information.

- The Washington State Utilities and Transportation Commission (UTC) will serve as a single point of contact for customers seeking bill assistance information. Contact the UTC for more information about potential state assistance at (888) 333-WUTC (9882) or consumer@utc.wa.gov.

Kittitas PUD Customer Assistance measures

In recognition of the economic impact of COVID-19, the Board of Commissioners 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.

As of the date of this notice, this relief totals over \$23,000 in customer fee waivers.

We will continue to consider and implement processes and programs to ensure customers experiencing hardship as a direct result of the COVID-19 pandemic maintain access to essential services as the situation develops. Customers can continue to refer to our [COVID-19 Response](#) page and Facebook page for press releases and updates.

Kittitas PUD requests customers with past due balances to contact the Customer Service department at 509.933.7200 option 1 or customerservice@kittitaspud.com to discuss options and available programs.

This listing is in accordance with proclamation 20-23.6 with a posting date of July 29, 2020. The information was reviewed by General Manager Matt Boast.