

RESOLUTION NO. 758

**TEMPORARY POLICY FOR COVID-19 CUSTOMER SERVICE PAYMENT
ARRANGEMENTS**

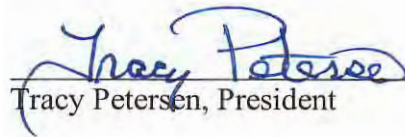
WHEREAS, July 2, 2021, Proclamation 20-23.16, Exhibit A, was issued by the Governor of Washington State, which extends emergency proclamations 20-05 and 20-23, and

WHEREAS, the District has a large number of customers with unpaid water bills and those customers may require assistance in order to make their payment, and

WHEREAS, the District has established a temporary policy, Exhibit "B" to work with customers to return their billings to a paid in full status, and

BE IT ALSO HEREBY RESOLVED, by the BOARD OF COMMISSIONERS of the EAST WENATCHEE WATER DISTRICT, that said temporary policy be effective August 1, 2021 and remain in effect until further action by the Governor or the Commission of the District.

ADOPTED, by the BOARD OF COMMISSIONERS of the EAST WENATCHEE WATER DISTRICT, Douglas County, Washington at a regular meeting thereof, on this 21st day of July, 2021.


Tracy Petersen, President

ATTEST:


Terry Barnes, Secretary



STATE OF WASHINGTON
— OFFICE OF GOVERNOR JAY INSLEE —

**PROCLAMATION BY THE GOVERNOR
AMENDING AND EXTENDING EMERGENCY
PROCLAMATIONS 20-05 and 20-23, et seq.**

20-23.16

Ratepayer Assistance and Preservation of Essential Services

WHEREAS, on February 29, 2020, I issued Proclamation 20-05, proclaiming a State of Emergency for all counties throughout Washington State as a result of the coronavirus disease 2019 (COVID-19) outbreak in the United States and confirmed person-to-person spread of COVID-19 in Washington State; and

WHEREAS, as a result of the continued worldwide spread of COVID-19, its continued persistence in Washington State, and the high risk it continues to pose to our most vulnerable populations, I have subsequently issued several amendatory proclamations, exercising my emergency powers under RCW 43.06.220 by prohibiting certain activities and waiving and suspending specified laws and regulations; and

WHEREAS, the COVID-19 disease, caused by a virus that spreads easily from person to person which may result in serious illness or death and has been classified by the World Health Organization as a worldwide pandemic, continues to persist as an ongoing threat in Washington State; and

WHEREAS, the COVID-19 pandemic caused a global economic slowdown and an economic downturn in Washington State, which resulted in layoffs and reduced work hours for a significant percentage of our workforce and significant reductions in business activity impacting the commercial sectors that support our state's economic vitality, including severe impacts to the large number of small businesses that make Washington State's economy thrive; and

WHEREAS, the COVID-19 pandemic has limited the available financial resources of many of our people and businesses with many of them suffering considerable economic hardship as a result of the economic impacts of the COVID-19 pandemic on our economy, resulting in a significant threat of utility services being disconnected and late payment fees being imposed; and

WHEREAS, maintaining provision of utility services during this crisis is an essential tool in sustaining and protecting the health and welfare of our people and businesses as a critical part of the overall response to the COVID-19 pandemic; and

WHEREAS, the Washington State Utilities and Transportation Commission regulates the rates and services of investor-owned utilities in Washington State and is coordinating with utilities throughout the State to protect the availability and affordability of essential utility services for those economically impacted by the COVID-19 pandemic through a variety of measures, including: suspending disconnection of utilities for nonpayment, waiving late fees, working with affected utility customers to

establish payment arrangements, and improving access to energy assistance for affected customers;
and

WHEREAS, on March 18, 2020, I issued Proclamation 20-23, waiving and suspending statutes and prohibiting certain activities relating to utility services; and

WHEREAS, on March 24, 2020, I issued Proclamation 20-23.1, amending and continuing the waivers and suspension of statutes and the prohibitions of certain activities relating to utility services; and

WHEREAS, under the provisions of RCW 43.06.220(4), the statutory waivers and suspensions in Proclamations 20-23, et seq., have been periodically extended by the leadership of the Washington State Senate and House of Representatives, and which I acknowledged and similarly extended the prohibitions therein; and

WHEREAS, on January 15, 2021, under the provisions of RCW 43.06.220(4), the statutory waivers and suspensions of Proclamation 20-23, et seq., were extended by Senate Concurrent Resolution 8402 until the termination of the state of emergency pursuant to RCW 43.06.210, or until rescinded, whichever occurs first, and which I acknowledged and similarly extended the prohibitions therein; and

WHEREAS, on March 18, 2021, I amended 20-23, et seq., to extend the prohibitions on disconnecting, refusing to reconnect, and charging late fees until termination of the COVID-19 State of Emergency or 11:59 p.m. on July 31, 2021, whichever comes first; and

WHEREAS, the Washington State Utilities and Transportation Commission extended its moratorium for disconnections for nonpayment through July 31, 2021, at which time the Commission will lift its moratorium; and

WHEREAS, the worldwide COVID-19 pandemic and its persistence in Washington State continue to threaten the life and health of our people as well as the economy of Washington State, and remain a public disaster affecting life, health, property or the public peace; and

WHEREAS, the Washington State Department of Health continues to maintain a Public Health Incident Management Team in coordination with the State Emergency Operations Center and other supporting state agencies to manage the public health aspects of the incident; and

WHEREAS, the Washington State Military Department Emergency Management Division, through the State Emergency Operations Center, continues coordinating resources across state government to support the Washington State Department of Health and local health officials in alleviating the impacts to people, property, and infrastructure, and continues coordinating with the Department of Health in assessing the impacts and long-term effects of the incident on Washington State and its people.

NOW, THEREFORE, I, Jay Inslee, Governor of the state of Washington, as a result of the above-noted situation, and under Chapters 38.08, 38.52 and 43.06 RCW, do hereby proclaim that a State of Emergency continues to exist in all counties of Washington State, that Proclamation 20-05 and amendments thereto remain in effect, and that Proclamations 20-05 and 20-23, et seq., are amended to (1) recognize the extension of statutory waivers and suspensions therein by the Washington State Legislature until termination of the State of Emergency pursuant to RCW 43.06.210, or until rescinded,

whichever occurs first, and (2) similarly extend the prohibitions therein until through the termination of the state of emergency, or until rescinded, whichever occurs first, unless provided otherwise below.

I again direct that the plans and procedures of the *Washington State Comprehensive Emergency Management Plan* be implemented throughout state government. State agencies and departments are directed to continue utilizing state resources and doing everything reasonably possible to support implementation of the *Washington State Comprehensive Emergency Management Plan* and to assist affected political subdivisions in an effort to respond to and recover from the COVID-19 pandemic.

I continue to order into active state service the organized militia of Washington State to include the National Guard and the State Guard, or such part thereof as may be necessary in the opinion of The Adjutant General to address the circumstances described above, to perform such duties as directed by competent authority of the Washington State Military Department in addressing the outbreak. Additionally, I continue to direct the Washington State Department of Health, the Washington State Military Department Emergency Management Division, and other agencies to identify and provide appropriate personnel for conducting necessary and ongoing incident related assessments.

ACCORDINGLY, in recognition of the above findings, and to help preserve and maintain life, health, property or the public peace under RCW 43.06.220(1)(h), I continue to prohibit all energy, telecommunications, and water providers in Washington State from conducting the following activities:

- (1) Disconnecting any residential customers from energy, telecommunications, or water service due to nonpayment on an active account, except at the request of the customer.
- (2) Refusing to reconnect any residential customer who has been disconnected due to nonpayment;
- (3) Charging fees for late payment or reconnection of energy, telecommunications, or water service; and
- (4) Disconnecting service to any residential customer who has contacted the utility to request assistance from the utility's COVID-19 Customer Support Program.

These prohibitions on disconnecting, refusing to reconnect, and charging late fees in this proclamation, as amended, are extended until termination of the COVID-19 State of Emergency or 11:59 p.m. on September 30, 2021, whichever comes first.

Citizens encountering financial difficulties should contact their local utility providers. Most utilities have adopted policies that can help with delinquent bills and ensure continued service after the moratorium expires. Also, the Washington State Department of Commerce has assembled resources for utility customers, which may be accessed [here](#) or by calling 2-1-1.

FURTHERMORE, it continues to be the intent of this order to ensure that vulnerable populations and households retain access to essential services while they are experiencing financial hardship caused by layoffs, reduced hours, or other circumstances caused by the COVID-19 pandemic. Access to these services is critical to ensure the safety and health of our communities during this crisis. This order therefore acknowledges the role that the public and private utilities subject to this order play in protecting the health and well-being of our communities and families; and expresses gratitude for their voluntary efforts to support customers during this crisis.

TEMPORARY COVID-19 PROCLAMATION CUSTOMER SERVICE PAYMENT
ARRANGEMENTS

The Governor's Ratepayer Assistance and Preservation of Essential Services proclamation 20-23.16 regarding utilities disconnections and late fees due to non-payment will end on September 30, 2021. All customers who have outstanding balances and have not entered into a payment arrangement plan with the district will follow our standard disconnect and late fee procedures.

The East Wenatchee Water District will have a reach out period from August 1, 2021 to September 30, 2021 to inform customers that the district will be returning to business as usual. The district will send mailers, general phone calls and target specific customers that have outstanding balances. All customers with outstanding balances must enter into a payment arrangement with the district to avoid shut-offs and late fees before September 30, 2021.

Standard procedures:

Balance due 30 days after billed
10% Late fee assessed after 30 days
60 days shut-off warning
80 days shut-off

Payment arrangement disconnect and late fee procedure:

All customer with an outstanding balance greater than 60 days must make payment arrangements with the district before September 30, 2021. No shut-offs or late fees will be assessed on the outstanding balance only.

On outstanding balances, a minimum of \$50 per month must be paid, not to exceed 6 months, unless sufficient payment arrangements have been made with the district.

To avoid shut-offs and late fees customer must be current on billings statements after September 30, 2021.