

Member Assistance Program – September 8, 2020

I. Purpose of the Program

A. This program is designed to continue to provide safe, reliable, and affordable potable water to all members of the Association during the extended emergency COVID-19 pandemic as issued by Governor Jay Inslee in Proclamation 20-23.

II. Implementation

A. This program shall supersede the current Delinquent and Shutoff Policy for the length of time that the Governor's Proclamation is in effect and shall be posted on the Association's website.

B. Delinquent

1. A 0% penalty fee is assessed if any balance remains on the Member's account greater than \$1.00 on the first business day after the bill due date. The penalty fee shall be assessed on the total amount due, including past penalty fees and past amounts due. If the amount is \$1.00 or less, no penalty fee shall be assessed.

C. Notices

1. Notices shall be scheduled for mailing once the penalty fee has been assessed. Any accounts exceeding the amount due limit set by the Revenue Policy for shutoff shall be sent a notice announcing the unpaid balance on the Member's account and informing the Member of the Member Assistance Program.

D. Shutoff

1. Shutoffs shall not be conducted due to non-payment nor shall any shutoff fees be assessed.

III. Arrangements for Payment

A. Members who are having trouble paying their bill shall contact the Association to make payment arrangements.

B. The Association shall contact Members who have an account exceeding the amount due limit set by the Revenue Policy for shutoff to make payment arrangements.

C. Payment arrangements shall be reasonable, made in good faith, and deemed satisfactory at the discretion of the General Manager.

IV. Proclamation Dismissal

A. Upon the dismissal of Proclamation 20-23 as was issued by Governor Jay Inslee, members who desire to participate in the COVID-19 follow-up program shall make contact with the Association to enroll. This program will assist members in making further payment arrangements for their outstanding balance as of the dismissal of the proclamation.