

BACKGROUND

On March 19, 2020, Governor Inslee issued Proclamation 20.23 which called on public utilities in Washington state to ensure the health and safety of their employees and the public by suspending service disconnections for nonpayment during the COVID-19 pandemic; waiving late fees for customers who are out of work or offering customer payment plans; and expanding bill assistance programs for customers who are economically impacted by this emergency. The most recent proclamation can be found at:

https://www.governor.wa.gov/sites/default/files/proclamations/20-23.4%20-%20COVID-19%20Ratepayer%20Assist%20EXT%20FINAL_0.pdf

In response, the Fruitland Mutual Water Company, as adopted by its Board of Directors, is implementing the following COVID-19 Customer Assistance Program (CCAP). This program offers customers a DEFERRED PAYMENT ARRANGEMENT option.

DEFERRED PAYMENT ARRANGEMENT

A deferred payment arrangement will be extended to customers for the payment of delinquent accounts where the customer attests to the temporary inability to make full payment due to the COVID19 crisis.

This **Deferred Payment Arrangement** grants customers up to **six months of payment deferral** (three billing cycles for residential customers, six cycles for commercial customers) beginning March 18th without any late or reconnection fees imposed on outstanding balances as well as suspending disconnection of water services. After this period, customers will be allowed to request an arrangement to spread the costs of outstanding bills over a period of up to twelve months, based on the amount of payments outstanding. Applications for deferred payments must be submitted by September 18th. After the deadline of December 31, 2020, the water company will return to normal operating procedures regarding, the process of account status.

Customers will be required to complete the **Deferred Payment Arrangement Request Application** (Appendix A) attached to this policy. Customers need to attest that, due to COVID-19-related issues, the customer is unable to timely pay his/her/their utility bill.

Deferred payment arrangements may be extended on a case-by-case basis on the request of the customer and with approval of the General Manager.

AUTHORIZATION

This Program, as approved by the General Manager and the Board of Directors is retroactively effective beginning the 18th day of March 2020. The discontinuation of this Program will be based on the Board of Director's' direction/approval.

**DEFERRED PAYMENT ARRANGEMENT REQUEST APPLICATION
(Appendix A)**

POLICY:

This Deferred Payment Arrangement grants customers up to **six months of payment deferral** (three billing cycles for residential customers, six cycles for commercial customers) without any late or reconnection fees imposed on outstanding balances as well as suspending disconnection of utilities. After which, customers would then be allowed to request an extended twelve-month payment arrangement to spread the costs of outstanding bills.

To be approved for this Deferred Payment Arrangement, the Customer needs to attest that, due to COVID-19 related issues, the customer is unable to timely pay his/her/their utility bills.

REQUIRED INFORMATION:

ACCOUNT HOLDER NAME: _____

ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

_____, WA 98
City State Zip Code

DEFERRAL REQUEST for BILLINGS: From: ____/____/____ To: ____/____/____

ATTESTATION OF APPLICANT:

Under penalties of perjury, we/I declare that we/I have/has examined this application and policy, and to the best of our/my knowledge and belief, it is true and correct and accurate.

APPLICANT SIGNATURE

DATE