

## Trentwood Irrigation District #3

### COVID-19 Customer Support Program & Notice

(Pursuant to Proc. 20-23.4)

Governor Inslee has issued Proclamation 20-23, pertaining to Utility Ratepayer Assistance and Preservation of Essential Services. Trentwood Irrigation District #3 is committed to keeping our customers connected to essential services during the COVID-19 pandemic emergency. If you are experiencing hardship as a result of the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance. This Proclamation does not relieve customers from the obligation to pay for utility services.

In accordance with Governor Inslee's Proclamation No. 20-23.4 and related COVID-19 Utility Customer Support Program Guidance, Trentwood Irrigation District #3 has reviewed its existing policies concerning disconnection of service, reconnection of service, payment arrangements, fees and other charges and options of long-term payment plans.

If you are in arrears on your account due to COVID-19, please feel free to contact the Board of Directors at the next regularly scheduled meeting to discuss options available to you which will be determined on a case by-case basis.

Trentwood Irrigation District #3 is not subject to regulation by the Washington State Utilities and Transportation Commission. However, in accordance with the Governor's Proclamation No. 20-23.4 and related COVID-19 Utility Customer Support Program Guidance we are providing the following information: the State's single point of contact for bill assistance information is the Utilities and Transportation Commission Consumer Hotline, which can be reached at 1-888-333-WUTC (9882) or [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov).

If bill assistance funds become available and come into possession of Trentwood Irrigation District #3, then in accordance with Governor Inslee's Proclamation No. 20-23.4 and related COVID-19 Utility Customer Support Program Guidance, Trentwood Irrigation District #3 will notify all customers with arrearage balances of the availability of such funds. Until such time, Trentwood Irrigation District #3 encourages all customers with arrearage balances to contact SNAP at (509) 456-SNAP for possible bill assistance.