



9701 50TH AVE E
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EMAIL - service@summitwater.org

On March 18, 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.

On September 30, 2021, the utility provisions (suspending service disconnections and waiving late fees) as noted in Proclamation 20.23 expired.

You are receiving this notice based on our review of delinquent accounts, which has identified that your account is two or more billings in the arrears (delinquent).

In an effort to assist customers/members (customers) of Summit Water & Supply Company (Summit Water), Summit Water is implementing a COVID-19 Customer Assistance Program (CCAP). This program will offer Summit Water customers an Extended Payment Plan option.

PAYMENT PLAN

Monthly or Bi-Monthly Extended Payment Plans may be offered to customers for the payment of COVID-19 related delinquent accounts. Approved Payment Plans will start with January 2022 billings and grants customers up to 18 months (9 bills) to pay off their outstanding balance as of **September 30, 2021**, without any late or reconnection fees imposed on outstanding balances, as well as, suspending disconnection of water services.

Applying customers must submit an **Extended Payment Plan Application** (please call 253-537-7781 to apply) requesting to participate in the Extended Payment Plan and self-certify that, due to COVID-19 related issues, the customer(s) was unable to make timely payment of his/her/their water utility bill. Applications must be submitted to Summit Water's office no later than **December 15, 2021**. After this deadline, Summit Water will return to normal operating procedures regarding shut offs for non-payment.

Customer's normal bi-monthly billings going forward will be due as per the due date on the bill. Extended Payment Plan payments will be made in addition to a customer's normal bi-monthly billings.

If you are shut off for non-payment, the extended payment plan will become void and the entire amount must be paid in full prior to service restoration.

The Payment Plan may be extended on a case-by-case basis at the request of the customer and upon approval by the General Manager or their designee.

AUTHORIZATION

Summit Water's COVID-19 Customer Assistance Program, as approved by the General Manager and Board of Directors is retroactively effective beginning the 18th day of March 2020. The discontinuation of this Program will be at the Board of Directors' discretion.

ADDITIONAL CUSTOMER ASSISTANCE LINKS

Washington State Department of Commerce, commerce.wa.gov/utility-assistance/

WA State Department of Health, doh.wa.gov/drinkingwater/customerassistanceprogram

Pierce County Human Services, piercecountywa.gov/6841/utilities

Metropolitan Development Council, mdc-hope.org



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BI-MONTHLY EXTENDED PAYMENT PLAN APPLICATION

This Extended Payment Plan grants the applying customers up to **18 months** (equal to nine billing cycles) to repay their outstanding balance without any late or delinquent fees imposed on their outstanding balance, as well as, suspending disconnection of the customer's water service.

To be approved for the Extended Payment Plan, the applying customer will need to self-certify that, due to COVID-19 related issues, the customer(s) was unable to make timely payment of their water bill.

REQUIRED INFORMATION:

ACCOUNT HOLDER NAME(S): _____

ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

OUTSTANDING BALANCE AS OF SEPTEMBER 30, 2021: _____

CUSTOMER AGREES TO MAKE _____ CONSECUTIVE EQUAL BI-MONTHLY PAYMENTS OF _____ ON THE ACCOUNT NOTED ABOVE. THE BI-MONTHLY EXTENDED PAYMENTS ARE IN ADDITION TO THE CUSTOMER'S NORMAL WATER BILL AND WILL BE DUE ON THE SAME DUE DATE AS THE CUSTOMER'S NORMAL BI-MONTHLY WATER BILL, STARTING IN JANUARY OF 2022.

SELF-CERTIFICATION BY APPLICANT(S):

Under penalty of perjury, I/we declare that I/we are experiencing or have experienced economic hardship as a direct result of the COVID-19 pandemic and due to this economic hardship, I/we are unable to make timely payment of the water bill on the account as noted above.

APPLICANT'S SIGNATURE

DATE

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MONTHLY EXTENDED PAYMENT PLAN APPLICATION

This Extended Payment Plan grants the applying customers up to **18 months** (equal to nine billing cycles) to repay their outstanding balance without any late or delinquent fees imposed on their outstanding balance, as well as, suspending disconnection of the customer's water service.

To be approved for the Extended Payment Plan, the applying customer will need to self-certify that, due to COVID-19 related issues, the customer(s) was unable to make timely payment of their water bill.

REQUIRED INFORMATION:

ACCOUNT HOLDER NAME(S): _____

ACCOUNT NUMBER: _____

SERVICE ADDRESS: _____

OUTSTANDING BALANCE AS OF SEPTEMBER 30, 2021: _____

CUSTOMER AGREES TO MAKE _____ CONSECUTIVE EQUAL MONTHLY PAYMENTS OF _____ ON THE ACCOUNT NOTED ABOVE. THE MONTHLY EXTENDED PAYMENTS ARE IN ADDITION TO THE CUSTOMER'S NORMAL WATER BILL AND WILL BE DUE ON THE SAME DATE OF EACH MONTH AS THE CUSTOMER'S NORMAL BI-MONTHLY WATER BILL IS DUE, STARTING IN JANUARY OF 2022.

SELF-CERTIFICATION BY APPLICANT(S):

Under penalty of perjury, I/we declare that I/we are experiencing or have experienced economic hardship as a direct result of the COVID-19 pandemic and due to this economic hardship, I/we are unable to make timely payment of the water bill on the account as noted above.

APPLICANT'S SIGNATURE

DATE

APPLICANT'S SIGNATURE

DATE