

LAKE CHELAN RECLAMATION DISTRICT

MANSON, WASHINGTON

RESOLUTION 20-07

AUTHORIZATION FOR ADOPTION OF TEMPORARY POLICY FOR UTILITY BILLING INCLUDING LATE FEES AND DELINQUENT ACCOUNT SHUT OFF DURING THE 2020 PUBLIC HEALTH EMERGENCY AND/OR PANDEMIC

This Resolution 2020-07 is effective retroactive to April 1st, 2020 and extends until the declared state emergency is over or at the discretion of the Lake Chelan Reclamation District Board of Directors.

WHEREAS, the governor of the State of Washington declared a State of Emergency on February 29, 2020 for the purpose of protecting public health; and

WHEREAS, the governor of the State of Washington has called on all public utilities to offer rate payer assistance including waiving late fees, suspending shut offs, and expanding bill pay assistance for affected customers, as stated on March 18th, 2020; and

WHEREAS, the District Board of Directors wished to establish a temporary policy in response to the State of Emergency declaration to allow for the suspension of penalties and postponement of disconnections (shut offs) of water service; and

NOW THEREFORE BE IT RESOLVED, that the temporary policy "Adoption of a Utility Billing Including Late Fees and Delinquent Account Shut Off During the 2020 Public Health Emergency" is hereby approved as set forth on the attached Exhibit 'A'.

Adopted this 14th day of April, 2020 at the regular meeting of the Board of Directors.

LAKE CHELAN RECLAMATION DISTRICT

BY: 

President

ATTEST:



Secretary-Manager

EXHIBIT 'A'

TEMPORARY POLICY – ADOPTION OF A UTILITY BILLING, INCLUDING LATE FEES AND DELINQUENT ACCOUNT SHUT OFF, DURING A PUBLIC HEALTH EMERGENCY

1. PURPOSE

The purpose of this temporary policy is to provide rate payer assistance by suspending late fees and deferring account shut offs during this public health emergency. The purpose is not to waive or in any way forgive monthly utility bills but to allow the District to provide assistance in making repayment contracts as needed.

2. SCOPE

This policy applies to all District utility customers.

3. POLICY

It is the policy of the District to take all appropriate measures needed to address a public health emergency. Protecting the community and District staff is a top priority and this policy establishes actions that the District will take during this public health emergency related to the District's utility bills including water, sewer, and irrigation.

During this declared emergency, it is the policy of the District to postpone all disconnections (shut offs) of water service for the duration of the emergency. It is also the policy of the District to suspend past-due penalties (also known as "late fees", "door posting fees", "disconnect fees", and "reconnect fees") for the duration of the declared emergency.

4. PROCEDURES

The following procedures are established to allow for customers to continue receiving water, sewer, and irrigation services, without penalty, during the declared emergency.

- A. Notification – notice will be posted on the District's website.
- B. Reporting – district staff will keep the Board of Directors informed each board meeting as to the financial information and accounts that go into arrears.
- C. Post-Emergency Procedure
 - a. Regular penalty and disconnection timelines, as outlined in the District's policy handbook will be re-established the first day of the month following the State's Declaration of Emergency being lifted or as determined by the District's board of directors.

- b. Commencing with the first billing cycle following the end of the declared emergency, customer account billings for the current billed month must be paid within 30 days, as per the usual and customary utility billing terms.
- c. Customers with accumulated unpaid monthly charges will be responsible for contacting the District office and entering into a Repayment Contract or will be subject to regular delinquent payment procedures including late fees, door posting fees, disconnect fees, and reconnect fees.
- d. Repayment Contract terms will be reviewed and mutual agreement reached on a case-by-case basis with District staff.