

October 1, 2021

Dear Customer,

The moratorium on service disconnections has been lifted. We will be returning to our normal disconnection processes.

If you are experiencing financial hardship, **King County 2-1-1 (1-800-621-4636)** connects people to the help they need. They provide the most comprehensive information on health and human services in King County. Whether it's for housing assistance, help with financial needs, or to find the nearest food bank.

We have also included a contact list of other organizations you may consider reaching out to for possible assistance depending on your situation.

Throughout this pandemic, we have continued to provide quality services to our customers. However, there are costs involved in ensuring access to safe drinking water. We have continued to incur those costs in order that service would not be disrupted or compromised. **As responsible utility stewards, we must require any delinquent accounts be brought current.** While we empathize with any financial hardship you may be experiencing, it is important for us to convey that water charges must be collected.

**To help make repayment more manageable, our office is offering Delinquent account holders an Installment Payment Plan (IPP).** The IPP requires equal installment payments to reconcile your past-due amount, in addition to your regular bi-monthly bill.

As we transition out of the moratorium period late fees will not be assessed on bills **due prior to September 30<sup>th</sup>, 2021.** We will return to our normal late fee/disconnect process after September 30<sup>th</sup>. Unpaid delinquent accounts that have not entered into an IPP, or for those accounts in violation of their IPP may have their service disconnected. Customers will be notified of service disconnection as they have in the past. Payment of the delinquent balance and a fee of \$50.00 will be required to re-connect service.

**Please contact our office as soon as possible to arrange an Installment Payment Plan.** We are open Monday-Friday from 7am-4pm. We can be reached at 206-824-0375, or [cs@highlinewater.org](mailto:cs@highlinewater.org) A signed Installment Payment Plan Agreement will be required.

Thank you for your continued commitment to your utility system.

Kind regards,

Highline Water District

# KING COUNTY RESOURCES

St. Vincent de Paul: 206-767-6449

Website: <https://svdpseattle.org>

King County Multi-Service Center:

Kent: 253-824-4406, Federal Way: 253-838-6810

Website: <https://mschelps.org/>

United Way of King County: 206-461-3700

Website: <https://www.uwkc.org/need-help/covid-19-resources/>

Huge database with links to food services, rent/utility assistance programs, unemployment, social services and more.

King County Eviction Prevention & Rent Assistance Program

**\*\*new program 8/2020\*\***

Website: <https://kingcounty.gov/depts/community-human-services/COVID/eviction-prevention-rent-assistance.aspx>

Program for both tenants and landlords, with eligibility requirements. Funding awarded through lottery system.

King County Housing repair services: 206-263-9095

Website: <https://kingcounty.gov/depts/community-human-services/housing/services/housing-repair.aspx>

For low-income homeowners and special needs renters in most parts of King County