

IMPORTANT INFORMATION ABOUT YOUR UTILITY BILL

- A public health emergency has been declared by the Mayor of the City of Chelan and approved by the Chelan City Council.
- The Chelan City Council has suspended late fees and water shutoffs for those Chelan businesses and residents unable to pay utility bills (water, sewer, and sanitation combined bill) due to the health emergency for the duration of the declared emergency. **UPDATE – THE MAYOR’S DECLARATION OF PANDEMIC EMERGENCY HAS BEEN EXTENDED THROUGH SEPTEMBER, 2020.**
- Moving forward, the suspension of late fees and water shutoff notices is expected to apply to balances billed and owed as of March 25, 2020 **THROUGH THE BILLING ISSUED IN EARLY SEPTEMBER.** This time period is based upon current conditions, and may be changed at the discretion of the Chelan City Council. All amounts billed for service remain payable by the customer.
- Customers are encouraged to pay utility bills within 30 days, keeping their accounts current if they are able to.
- Beginning with **the bills issued in OCTOBER**, current billings on customer accounts must be paid within 30 days to avoid late fees **on all amounts owed.** For example, the current portion of the bill received by the customer in October (for service in September) must be paid within 30 days to remain current.
- This does not include **PAYMENT OWED FOR PAST DUE AMOUNTS BILLED TO THE CUSTOMER THROUGH SEPTEMBER.**
- For all past due amounts **BILLED THROUGH SEPTEMBER (unless changed at the discretion of the City Council):**
 1. The October billing will include a “Customer Agreement to Pay” document that must be completed, signed, and returned to the City of Chelan Finance Department in October or all past due amounts will begin accruing late fees, and potentially be subject to water shutoff.
 2. The Agreement allows each customer to repay the past due amounts over a maximum of 8 months (October through May, 2021).
 3. The customer will choose the repayment structure – equal installments over 8 months; payment in full in May, 2021; some other arrangement as requested by the customer.
 4. The repayment agreement is binding unless additional arrangements are made with the City of Chelan Finance Department. Failure to repay past due amounts as scheduled will result in the accrual of late fees and water shut off. Early repayment is acceptable.

OTHER RESOURCES

Chelan Valley Hope - rent and utility assistance, low income housing and homelessness resource, food and nonfood assistance.

509-888-2114

info@chelanvalleyhope.org

<https://chelanvalleyhope.org>

Lake Chelan Food Bank – food boxes

(509)-368-4151

<https://www.facebook.com/LakeChelanFoodBank/>

417 South Bradley St

Chelan, WA

Hours:

Mondays 9:00 AM to 10:00AM through August 16.

Tuesdays and Saturdays 9:00 AM to 10:00 AM after August 16

Chelan County Public Utility District – Our Coronavirus Response

<https://www.chelanpud.org/my-pud-services/outage-and-safety-center/our-coronavirus-response>

Washington State Department of Revenue: Business Relief During COVID – 19 Pandemic

<https://dor.wa.gov/about/business-relief-during-covid-19-pandemic>

Washington Law Help – COVID - 19

<https://www.washingtonlawhelp.org/issues/health/coronavirus-covid-19?location=Chelan%20County>

Washington Utilities and Transportation Commission COVID -19 Response

<https://www.utc.wa.gov/aboutUs/Pages/Covid19.aspx>

Washington Department of Commerce – COVID – 19 Business Resources for Washington State

https://www.business.wa.gov/site/alias_business/1561/covid-19.aspx

StartUp Washington (Department of Commerce) – Crisis Planning Tools and Resources

<http://startup.choosewashingtonstate.com/links/crisis/covid-19-resources/>

U.S. Small Business Administration COVID -19 Small Business Guidance and Loan Resources

<https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

U.S. Small Business Administration Disaster Loan Assistance

<https://disasterloan.sba.gov/ela/Declarations/DeclarationDetails?declNumber=6062967&direct=false>