

March 6, 2020

Dear Valued Customer,

Our highest priority at Snohomish PUD is the safety of our employees, our communities, and our customers. Safety includes overall good health and wellness. The critical power and water services we provide are essential to both, and we take very seriously our responsibility to deliver them without interruption.

With information evolving hourly regarding COVID-19 (Coronavirus), the PUD has deployed our Incident Management Team and activated our Pandemic Response Plan to help determine the best course of action to ensure our employees and customers remain safe and healthy, and that our operations continue. Although there have been no reports of COVID-19 at the PUD or involving any PUD employee, we understand many workers and customers have concerns about exposure. We are taking a carefully considered, measured approach to responding to the challenges posed by this illness and the anxiety surrounding it.

- We are working closely with the Snohomish County Health District and other health organizations, including the Washington State Department of Health and the National Centers of Disease Control and Prevention, to keep informed, and we are supportive of their recommendations.
- We have activated our own Pandemic Response Plan and are staying current with actions needed specific to COVID-19.
- Our Incident Management Team is evaluating each issue with COVID-19 as it arises, helping consider our needs and best response measures.
- Like many organizations, we are encouraging our employees to work remotely if they are able.

At this time, these proactive steps are working for the PUD. However, as the situation evolves, we recognize there may be additional steps needed that could impact some of our operations and customers. For example:

- With the County recommending against gatherings of 50 or more people, we may need to cancel the rental of public rooms at PUD locations.
- We may also need to reduce our hours of service, or extend response times, based on available personnel.

We want to encourage our walk-in customers to consider using our online and phone services. Customers can pay their bill online through [SnoPAY](#), or by credit/debit card by calling toll-free **1-888-909-4628** (you will need your PUD account number, balance owed & payment method information).

We remain highly committed to bringing you our very best service while providing our employees and you, our customers, the support needed in these uncertain times. Thank you for your patience, your understanding and your support. Please stay healthy.

Sincerely



[John Haarlow](#)
Snohomish PUD CEO/General Manager