

March 13, 2020 - Update

Dear Valued Customer,

As the situation involving COVID-19 continues to evolve rapidly, we are taking significant steps protect the health and safety of our employees and communities. Since our March 11 update, and similar to many regional organizations, the PUD's Incident Management Team has recommended changes that will impact our operations, our employees, and our customers.

- **Effective Friday, March 13, all PUD offices will be closed to the public.** This includes our Headquarters in Everett and our Community Offices in Lynnwood, Snohomish, Monroe, Arlington and Stanwood.
- Customers with account, billing or service needs may still call our Customer Service teams at **425-783-1000**. Arrangements are being made to help our pay-by-cash customers.
- Payments can always be submitted online at [SnoPAY](#), sent by mail, or made by phone at **1-888-909-4628**. We have paused disconnections for late payments.
- Customers can find a newly published list of frequently asked questions and answers below this letter.

We realize these sudden changes may present obstacles to some of our customers. Behind the scenes, we are taking very careful steps to ensure we continue to provide the reliable quality service you expect, and we remain committed to helping support our customers in these uncertain times.

Thank you for your patience, your understanding and your support. Please continue to stay healthy and safe.

Sincerely

A handwritten signature in black ink, appearing to read "John Haarlow". The signature is fluid and cursive, written in a professional style.

John Haarlow
Snohomish PUD CEO/General Manager