

March 25, 2020 - UPDATE

Dear Valued Customer,

We are going through challenging and changing times, and I want to personally share with each of you that your Snohomish PUD is here to help. The pandemic has presented a need to do our work differently, but we keep our top goal in mind at every turn: keeping our employees, our customers and our communities safe. That goal has not changed and is driving our every decision.

As a result, we have taken some strong steps to creatively get our work done while still bringing you our best service. In response to the COVID-19 outbreak, your PUD has closed our offices and sent home most of our workers to work remotely to help keep this virus from spreading. In addition, for you, our valued customers, partners and neighbors, we have developed a [Community Support Plan](#) to help those struggling to pay electric and water bills. The plan makes funds available for both our residential and small business customers affected by the COVID outbreak to get some payment relief.

The PUD's plan not only allows for residential customers who have suffered sudden job loss to get some immediate help, but also small business owners who have experienced rapid loss of business. We know many people have had their lives turned upside down and it has happened very quickly. We are here to help.

Customers in need of assistance can call our customer service department and get individualized help from one of our caring representatives. **We also have paused disconnects, waived our late fees and are offering flexibility in payments.** If you need this assistance – or know of a friend, neighbor, family member or community acquaintance who might, please reach out. These are unusual times and they call for an unusual response in partnership with kindness and understanding.

We appreciate you. It is our privilege to serve you. We know that working together, we will be able to get through these challenges and come out stronger together. Meanwhile, as I share regularly with the members of Team PUD, please stay well, stay healthy and stay safe. Nothing matters more.

Sincerely,

A handwritten signature in black ink, appearing to read "John Haarlow". The signature is fluid and cursive, with a large initial "J" and "H".

[John Haarlow](#)

Snohomish PUD CEO/General Manager