

March 11, 2020 - Update

Dear Valued Customer,

We are committed to keeping you informed of changes as we monitor COVID-19 and its evolving impacts on the region. Our highest priority at Snohomish PUD remains the safety of our employees, our communities, and our customers.

Since our March 6 update, and following careful consideration of the challenges posed by this virus and the anxiety surrounding it, the PUD's Incident Management Team has recommended the utility take several additional precautions. These changes impact some of our internal operations, our employees, and some customers, but not our delivery of essential electric and water services.

In line with guidance from the Snohomish Health District and other health authorities, and out of an abundance of caution, the following operational changes are effective today:

- The PUD has canceled public use of our facilities until June 1. This includes access to public meeting rooms and auditoriums. Individuals and groups with existing reservations will be contacted for rescheduling or refunds.
- Although our offices remain open at this time to accept in-person bill payments, we strongly encourage walk-in customers to make payments online through [SnoPAY](#), mail, or call **1-888-909-4628** to pay by credit card, if they are able. We have paused disconnects for late payments.
- PUD employees are asked to cancel any public meetings, speaking engagements, education events and work-related travel, or participate through teleconference, where possible. Our participation in the March Home Show and April Earth Day events has been canceled.
- Employees who can work from home are strongly encouraged to do so.

We realize these changes may present obstacles to some of our customers and that questions remain over what other precautions may be needed – up to and including the possible closing of our community offices. We are dedicated to working with our customers and our employees on solutions that protect health, ease anxiety, and ensure our business continuity.

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 continue to stay healthy.

Sincerely



[John Haarlow](#)

Snohomish PUD CEO/General Manager