



*Energizing Life in Our Communities*

March 23, 2020

To Our Valued Business Partners,

The PUD remains committed to serving you in these challenging times presented by COVID-19. Following the recommendations of the Snohomish County Health District and other leading agencies, we have taken significant steps to ensure the safety of our employees so that we may continue to provide the services necessary to you and your organization.

Although our offices are closed to the public, we remain hard at work behind the scenes. Many employees are performing their job functions remotely, or actively practicing social distancing in their on-site duties.

Customer work is still being constructed during this time, and we want to ensure we do not hinder any work done by businesses in our community. Accordingly:

- Our Customer Engineering group can answer questions by phone. Please call (425) 783-8272 during our normal business hours.
- Our Plat Development teams continue to design and manage projects. For questions concerning Plat Development, contact Chelsea Holte at (425) 535-5777.
- Regular power and water services continue. If you need the PUD to perform a service on electric, please call Customer Engineering at (425) 783-8272. For water, (425) 397-3010.
- The PUD has revised its bid documents to indicate pre-bid meetings will be Skype-only until further notice. If you have a question about the bid process or a bid meeting, contact Clark Langstraat at (425) 783-5539.
- We continue to accept all payments. You can drop payments in the nearest PUD drop-box, located at PUD Headquarters in downtown Everett and our Community Offices in Stanwood, Arlington, Monroe, Snohomish and Lynnwood. Please be sure to include the name of the PUD engineer you are working with, the work order number and a return phone number.

We are committed to keeping you informed of changes as circumstances evolve. You can visit the [PUD's COVID-19 webpage](#) for regular information updates, and the [Plat Development webpage](#) for access to the Developer Portal.

Thank you for your support and patience as we work to provide all our customers with continued service.