



Energizing Life in Our Communities

April 8, 2020

Dear Valued Business Partners,

In our evolving response to COVID-19, the PUD has taken significant steps to ensure the safety of all employees while continuing to provide your organization with the quality customer service and care you expect. Thank you for your patience, understanding and support as we have implemented rapid changes in the last few weeks.

Although our offices are closed to the public, we remain hard at work behind the scenes, providing uninterrupted support for essential business services and critical infrastructure. The PUD continues to:

- Respond to outages and other emergencies
- Connect inspected homes and income-qualified housing
- Conduct essential public agency work
- Perform maintenance on our electrical transmission and distribution systems

While we have, unfortunately, had to pause work on commercial and residential construction projects that do not meet the definition of an essential activity under the Governor's "Stay Home, Stay Healthy" order, we continue to design and manage upcoming commercial and residential development. 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 about Plat Development, contact Chelsea Holte at 425-535-5777.
- The PUD has revised its bid documents to indicate pre-bid meetings will be Skype-only until further notice. If you have questions 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 (visit snopud.com/maps for addresses). Please be sure to include the name of the PUD engineer you are working with, the work order number and a return phone number.

The PUD is committed to keeping you informed as circumstances evolve. Please be sure to visit the PUD's [COVID-19 web page](#) for regular information updates, and the [Plat Development web page](#) for access to the Developer Portal.

Thank you for your continued support and patience as we work to provide you with our best service during these challenging and confusing times. Please continue to stay safe and healthy.