



**COVID-19 Equity, Customer Communications and Outreach Technical Workshop**

**Water Industry**

**Docket #200281**

**Tuesday, Aug. 17, 2021, at 1 p.m.**

**\* This meeting will be recorded, and recording will be added to the docket.**

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**Participants**

- **UTC Staff – Consumer Protection and Communications, Regulatory Services**
- **Water Industry Representatives**
- **Dept. of Commerce**
- **Dept. of Health**
- **Joint Advocates**

**Agenda**

<b>Time</b>	<b>Topic</b>	<b>Speaker</b>	<b>Notes</b>
1:00	<b>Welcome and Introductions</b>	Mike Young (UTC)	
1:15	<b>Low Income Household Water Assistance Program (LIHWAP) Federal Water Assistance Development and Implementation</b> <ol style="list-style-type: none"> <li>a. Income qualifications – 150% of the Federal Poverty Level</li> <li>b. Administration of funds</li> <li>c. Application process</li> <li>d. Benefit maximum will be \$2,500</li> <li>e. Q&amp;A</li> </ol>	Brian Sarensen (Commerce)	<a href="#">LIHWAP information</a>
1:45	<b>Disconnections</b> <ol style="list-style-type: none"> <li>a. Disconnection resumption notice – English and Spanish</li> <li>b. Disconnection notices to follow WAC 480-110-355 and tariffs</li> <li>c. Consumer Protection’s role in disconnections</li> </ol>	John Cupp (UTC) Bridgit Feeser (UTC)	

2:15	<b>BREAK</b>		
2:30	<b>Communications and Accessibility</b> <ol style="list-style-type: none"> <li>a. Ways to communicate with hard-to-reach customers, vulnerable communities, Tribal governments, and low-income customers.</li> <li>b. Language access strategies and best practices to ensure communications are inclusive and accessible.</li> </ol>	Emilie Brown (UTC)	
3:00	<b>Review of Fees and Payment Arrangements</b> <ol style="list-style-type: none"> <li>a. Late fees and interest</li> <li>b. Extended time payment arrangements</li> <li>c. Account write-offs and collections</li> </ol>	Jim Ward (UTC) Mike Young (UTC) Bridgit Feeser (UTC)	<a href="#">Customer Assistance Resources (DOH)</a>
3:30	<b>Data Reporting</b> <ol style="list-style-type: none"> <li>a. A review of data reporting requirements for water companies</li> <li>b. Update of March survey</li> </ol>	Mike Young (UTC) Jim Ward (UTC)	
3:50	<b>Wrap Up/Next Steps/Commitments</b> <ol style="list-style-type: none"> <li>a. Sept. 30 – Statewide disconnection moratorium expires</li> <li>b. April 2022 – Fees and deposits resume</li> </ol>	Mike Young (UTC)	
4:00	<b>Adjourn</b>		