

From: [Solmar Water](#)
To: [UTC DL Records Center](#); [Young, Mike \(UTC\)](#)
Subject: Docket U-200281 Special Open Meeting
Date: Friday, June 12, 2020 4:34:04 PM
Attachments: [draft covid-19 utility customer support program guidance.pdf](#)

Dear Commission,

I appreciate your staff member, Mike Young, providing the "Draft Covid-19 Utility Customer Support Program Guidance" document. His assistance was exceptionally helpful since the link was broken on the Governor's website. The document is attached for your review.

I have contacted the Governor's office and the UTC. The Governor's office has referred us to the UTC for answers and the UTC staff has referred us to the Governor's office for answers. I'm hoping you'll be able to provide us with some guidance and answer the following questions.

Page 1, 1st requirement,post proclamation on their website.

Q. Are all UTC regulated utilities now required to have a website?

Page 2, 2nd paragraph, All programs must be reviewed subject to a public process, consistent with the utility's standard practices, and prominently posted on a public website.

Q. Historically a public process includes a 30 day written notice to each customer, a public hearing in front of the UTC Commission. Since this needs to be completed by July 10th, how do we meet the 30 day written notice UTC requirement for customer comments? If different, what is it?

Page 2, #2, ...offer long-term payment arrangements.

Q. What is the recommended long-term payment schedule? For example if a customer is 6 months in the arrears and billed bi-monthly. Do they get 6 months to payment with monthly minimum payments due? And if they miss a payment, then do we disconnect or are we required to leave on regardless? And if we are required to leave on regardless, what is the point of a payment plan or program?

Q. Should the deposit be increased, since the balance owing is now larger?

Page 2, #4, bill assistance funds available through the utility.

Q. I've never seen a line item on the UTC annual report, UTC rate case, UTC training or WAC referring to "bill assistance fund". Is this a fund the utility should have established in the past? a fund the utility needs to establish now? or a state fund we need to refer customers too?

Q. If it's a fund the Utility should have, what are the guidelines to provide assistance to customers to maintain fair and equal treatment to all customers?

Q. How much should be in the fund?

Q. How does the UTC want us to document the cost associated with administering the fund?

Page 3, 3rd paragraph, ...additional reporting documents.

Q. What are these additional reporting documents?

Since March we haven't sent out late notices, posted disconnection notices or charged late fees. We have sent out notes to our customers, explaining their payment keeps the water running for everyone in their community and thanking them for their payments. Most people have chosen to keep paying and some have sent back thank you notes. Most of the people that haven't paid are the 'usual' disconnect warning list customers long before covid. What's going to happen to these customers when the proclamation is finally lifted and now they need to pay hundreds of dollars rather than \$60? They don't have hundreds of dollars, and we don't have a cushion to write it off. Please note, though we have submitted rate cases to the UTC. We were only granted rate increases in 2001 and 2014. We're already doing extra work and pinching every penny to keep the water system operational. We don't have anything extra for a fund.

Please provide guidance, so I can serve the members of my community with fairness and equality?

Respectfully,

Kate O'Claire

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cc: Governor Inslee