

# Lake Meridian Water District Program for Water Bill Payment Plan due to the COVID-19 Pandemic

We understand that customers may fall behind on bills due to complications arising from the COVID-19 pandemic. If you are, or have been, affected by the pandemic, we are available to work with you to set-up payment arrangements to prevent unpaid balances from getting out of control. Businesses, homeowners, and tenants can apply for a payment plan, which allows a customer to have up to six (6) months to pay a past due amount on their water bill without the consequences of penalties or shut-off, if they meet the following criteria:

- The applicant must be a Lake Meridian Water District customer.
- The applicant must certify that he or she is the property owner-of-record with the King County Treasurers Office, or the tenant occupying the premises and receiving water.
- The applicant must certify that he or she is, or has been, impacted by the COVID-19 pandemic, and that impact has affected the customer's ability to pay his or her bills.

Starting on August 1, 2020, Lake Meridian Water District is pleased to announce to our customers who have been impacted by the COVID-19 pandemic a payment plan to help pay their unpaid balances:

- The plan is a Zero percent (0%) down payment with the entire balance due to be paid in six (6) equal monthly installments.

All customers who enter a payment plan must stay current on any new bills incurred after the beginning of the payment plan.

## What are the terms of the payment plan?

The current amount due is stretched out over a (6) month payment period. There will be no interest, late charges, penalties, or shut offs during the payment plan period if all payments are made on time. In order to remain on the payment plan, the customer must keep all installment payments current, PLUS pay each new water bill within thirty days. Failure to pay the installment payment amount or any new bills on time will automatically terminate the payment plan. If the payment plan is terminated, then all amounts, including any past due and new bills, will be due and payable immediately. A customer may only have one payment plan per account at the same time.

## How can I apply?

Confirm your eligibility and then fill out a (6) month Payment Plan application and return it to the District. Applications are available on the District web-site <https://www.lakemeridianwater.com/> or by sending a request to [customerservice@lakemeridianwater.com](mailto:customerservice@lakemeridianwater.com). Eligible customers may also apply by calling one of our water customer service representatives at (253) 631-3770 during business hours. Once your payment plan has been approved, you will receive a payment arrangement confirmation. This will be sent to you within 10 business days after approval, along with a summary of the agreement showing payment due dates. If a customer believes they need to deviate from the above payment plan timelines, they will need to request so from the Board at a regular public meeting, and provide information, which may include documentation, to justify the need.

**Address:** 27224 144<sup>th</sup> ave se Kent, WA 98042 / **Office Hours:** Monday - Friday (8:00 A.M. to 4:30 P.M)