



Re: Lake Meridian Water District Payment Plan Program due to the COVID-19 Pandemic

Dear Customer:

As of October 1, 2021, the District reinstated its policy of charging late fees, penalties, and shutting off water for accounts that are delinquent, after Governor Inslee's proclamation regarding the prohibition of disconnection of service ended on September 30, 2021.

We understand that customers may fall behind on bills due to complications arising from the COVID-19 Pandemic. If you have been impacted by the Pandemic, we are available to work with you to set-up payment arrangements under certain conditions and terms. Businesses, homeowners, and tenants may be eligible.

The Lake Meridian Water District Covid-19 Pandemic Payment Plan may allow an eligible customer to have up to six (6) months to pay an outstanding amount due, without the consequences of late fees, penalties, or shut off, provided that the customer meets certain conditions and terms. This Payment Plan is intended to encourage payment; and help prevent unnecessary fees; and help avoid interruption of service.

What are the conditions and terms of the Payment Plan? An applicant must be a Lake Meridian Water District (LMWD) customer; be the property owner or tenant; must certify that they have been impacted by the COVID-19 Pandemic, and that impact has affected the customer's ability to pay the LMWD billing statement(s). The Payment Plan has a Zero percent (0%) down payment, with the entire balance to be paid in six (6) consecutive monthly installments. Installment payments must be paid (and received by the District) ON or BEFORE the due dates. There will be No: late fees, penalties, or shut offs during the Payment Plan, if all payments are received on time. To remain on the Payment Plan, the customer must pay all monthly installment payments on time, PLUS pay each new bill within thirty days of the billing date. Failure to pay the Installment Payment amount or any new bills ON or BEFORE the due dates, 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; and late fees, penalties, and water shut offs will resume.

How can I apply? An eligible customer may request an application for a Payment Plan by calling one of our customer service representatives at **253-631-3770** during business hours, or by submitting the REQUEST FOR COVID-19 PAYMENT PLAN, located on the District's website: <https://www.lakemeridianwater.com> or by sending a request to: customerservice@lakemeridianwater.com. An eligible applicant must: meet the conditions and agree to the terms of the Covid-19 Payment Plan; submit the completed COVID-19 Payment Plan Application to the District. Once received and approved by the District, confirmation of the Payment Plan affirming: the terms, installment payments to be made, and due dates, will be sent to the customer, within 10 business days after the District's approval.

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.

Chris Hall, General Manager
Lake Meridian Water District

Address: 27224 144th Avenue SE, Kent, WA 98042

Business hours: Monday through Friday 8am to 4:30pm. Closed for lunch: noon to 12:30pm