

COVID-19 UPDATE

Over the last few months, the world has changed. Individuals, families, communities and businesses are all adjusting to a new reality due to the COVID-19 pandemic. We at Northshore Utility District (NUD) want to express our heartfelt sympathy to anyone impacted by the virus.

As you are likely aware, recent reports indicate that current measures seem to be reducing the severity of COVID-19 in our community. The reports reflect the commitment of our community to critical personal and public health standards. They also create the hope of a better future if we keep making that commitment. NUD wants to contribute to that better future. To that end, we will continue to work closely with state, cities and other public officials to ensure appropriate actions are being taken.

The following lists a few measures NUD has implemented in response to the ongoing situation.

As a critical core service provider, our staff has been working hard to ensure your water remains safe and sanitary sewer service remains functional. In addition, we have been working diligently on major infrastructure projects as construction continues. We are conducting day-to-day business; however, we have significantly reduced staff reporting to the office.

Our essential workers have been working on specific duties with modified work schedules. Reporting assignments and work processes have been modified to minimize physical interactions with others. In addition, daily health screening checks, extensive use of PPE, and disinfection procedures have been widely adopted to protect staff and ensure the safe delivery of services.

On March 16, (a week before the Governor's proclamation) NUD suspended water service terminations for delinquent customers, and restored water service to customers previously shut-off. Late fees were also suspended until further notice. Being that NUD is a public agency, it is unlawful to gift or forgive money owed on accounts for utility payments, however we are offering payment arrangements to provide relief options to those most impacted.

We recognize that many of you are dealing with enormous stress and we are here to help. Our continued goal is to support you as much as we can during this challenging time.

Below are a few links to relief programs and resources that you may find helpful.

- [CARES Act – Economic Assistance](#)
- Paycheck Protection Plan - [U.S. Small Business Administration \(SBA\)](#) and the [U.S. Senate Committee](#)
- [King County COVID-19 website](#)
- [CDC Stress and Coping](#)
- [WA State COVID-19 Business Resources](#)
- [Families First Coronavirus Response Act Program \(FFCRA\)](#)
- [Washington State Department of Health](#)
- [Northshore Utility District](#)

We are continuing to pursue relief options that could provide additional aid to those in need. Public service is an honor, and a privilege, and we will continue to be here for you as we navigate through this difficult time together.

Sincerely,



Thomas D. Mortimer

Northshore Utility District
Board of Commissioner President



Pictured left to right: Board Secretary Matt Breyse, Commissioner Bruce Gardiner, Commissioner Don Ellis, Board President Tom Mortimer and Commissioner Trudy Rolla.