

# NOTICE

We understand that the COVID-19 pandemic is affecting everyone in our region and throughout the world. We want to assure you that - **WE ARE HERE!** We will continue to be here for you and your families throughout this difficult time. Our commitment to service is of the utmost importance. We remain steadfast and committed to providing high quality drinking water and reliable wastewater service.

The following outlines some of the measures we have implemented to promote health and safety for all.

- Cancelled public meeting room rental and events until further notice.
- Reduced In-office staffing levels in an effort to minimize potential exposure.
- Maintained critical inspection and maintenance services through modified work schedules.
- Implemented policies and provided necessary equipment to work remotely from home offices.
- Closed front lobby and service counters. A video doorbell has been provided to receive walk-up customers.
- Suspended water service terminations and late fees for delinquent payments.
- Implemented remote video conferencing options for Public Board Meetings.

We will continue to conduct business during normal hours and provide emergency services around the clock. It may be necessary to implement additional measures as deemed appropriate. We understand that these measures may result in some services being delayed.

We thank you for your patience and understanding as we work through this time together. Please do not hesitate to contact us at 425-398-4400 or email us through our website at [www.nud.net](http://www.nud.net), or to pay your bill visit [www.nud.net/pay-my-bill](http://www.nud.net/pay-my-bill). Be Safe and Be Healthy!

Sincerely,



Thomas D. Mortimer  
Board of Commissioner President



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