



City of Ephrata

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September 13, 2021

Dear Customer,

During the COVID-19 pandemic, Governor Inslee issued a proclamation suspending late fees and disconnections. **The proclamation is set to expire September 30, 2021.** *The governor has announced that this will be the final extension.* In anticipation of the lifting of the moratorium, we want to reach out to our customers with delinquent balances one last time.

During the pandemic of COVID-19, we understand that you have not been able to make your utility payment on time. When the moratorium is lifted, the Ephrata Municipal Code regarding late fees and disconnections will be reenacted which will result in your service being disconnected for nonpayment. *Unfortunately, once a service has been disconnected due to nonpayment, we cannot reconnect without payment in full.*

We want to reach out and work with our customers regarding delinquent utility accounts. We are currently working with a few organizations that aid with those in need. In the event you do not qualify for those, we are offering the option to establish a payment agreement by **applications** in an effort to avoid disconnection. Payment agreements consist of a set amount on a regular/recurring basis set at a rate adequate to catch up on the delinquent amount and the current amount due. I strongly encourage you to **submit your application by October 1, 2021** so the committee has time to process your application in a timely manner and your services are not disrupted.

Here are a few resources that you may reach out to:

OIC of Washington:
(509)765-9206

Salvation Army:
(509)766-5875

Helping Hands:
(509)754-5205

Hope Source:
(509)925-1448

If you have any questions or need a copy of your bill for the application process, we are happy to provide that to you either in person, by mail or email. At your earliest convenience, please contact City Hall to make your payment arrangement. We look forward to hearing from you.

Very respectfully,

Utility Billing