

**Public Utility District No. 1 of Jefferson County
Resolution No. 2024-023**

A RESOLUTION of the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington (“the PUD” or “the District”), creating a Utility Assistance Grant, Shut Off Protection Program for its low-income residential customers.

WHEREAS, RCW 19.405.120 (2) requires electric utilities to make programs and funding available for energy assistance to low-income households; and

WHEREAS, RCW 19.405.020 (24) states that “Low-income” means household incomes as defined by the department or commission provided that the definition may not exceed the higher of eighty percent of area median household income (80% AMI) or two hundred percent of the federal poverty level (200%FPL), adjusted for household size; and

WHEREAS, The District recognizes that the water and electric services offered are essential for meeting the needs of day-to-day life such as cooking meals, refrigeration of food and medication, charging electronics for school and work, and maintaining proper hygiene; and

WHEREAS, To be good stewards of public funds, the District must collect costs from customer-owners for services provided, and when collection efforts fail, services must be disconnected until payment is made; and

WHEREAS, The loss of essential, life-sustaining utility services can lead to health complications and further impoverishment; and

WHEREAS, Resolution 2023-018 established section 11.4 – Shut Off Protection, in the Customer Service Policy; and

WHEREAS, The District wishes to continue to improve and expand upon the assistance measures available to low-income customer-owners; and

NOW, THEREFORE, BE IT RESOLVED, by the Board of Commissioners of Public Utility District No. 1 of Jefferson County, Washington, that the PUD will establish and implement a utility assistance grant program to provide shut off protection as reflected in the attached Exhibit A of this Resolution.

ADOPTED by the Commission of Public Utility District No. 1 of Jefferson County, Washington, at a regular open meeting held this 19th day of November, 2024.

DocuSigned by:
Jeff Randall
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Jeff Randall, President

DocuSigned by:
Daniel S. Toepper
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Dan Toepper, Vice President]

DocuSigned by:
Kenneth Collins
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Kenneth Collins, Secretary

EXHIBIT A

11.4.4 - UTILITY ASSISTANCE GRANTS

11.4 -Shut off Protection

11.4.1 Medical Emergency Shut Off Protection

Any Customer-owner with a legitimate medical need can request either to have their service not shut off, or if already off, to have it restored. The following steps must be taken by the Customer-owner once a medical emergency has been claimed.

1. Once the Customer-owner has been notified of and has acknowledged a planned shut off (either by phone, door hanger, actual shutoff, or by PUD employee dispatched to disconnect services) the Customer will have seven (7) days to:
 - a. Pay ten percent (10%) of the outstanding balance, in addition to any disconnect or reconnect charges.
 - b. Provide a medical certificate that includes:
 - i. Residence location
 - ii. Estimate of how long the condition is expected to last.
 - iii. Medical certificates must be renewed annually for conditions that are expected to be ongoing.
 - iv. Title, signature, and phone number of the person certifying the condition.
 - c. Sign an agreement to (1) pay the balance owed within one hundred and twenty 120 days and (2) pay all new charges on time.
2. If services are disconnected before the Customer-owner requests protection under this policy, their services will be restored that day for a reconnect charge as set forth in the schedule of Deposits, Credits, and Miscellaneous Charges, unless the call to reconnect is after normal PUD work hours, in which case service will be restored the next business day. The Customer-owner can also choose to have power reconnected after hours that day for an after-hours reconnection fee as set forth in the applicable Schedule of Deposits, Credits, and Miscellaneous Charges.
3. If the Customer-owner fails to meet these conditions of reconnection, they will be sent a disconnection notice and will be terminated at the next regularly scheduled disconnection cycle.

All medical certificates must be reviewed by PUD staff every ninety (90) days.

The customer can go through this process twice within twelve (12) month period. All previous payment deferments due to medical emergency must be satisfied prior to any new claim of medical emergency.

11.4.2 Winter Moratorium

Under RCW 54.16.285, Customer-owners may qualify for protection from disconnection for non-payment between November 15 through March 15. To be protected under the law the Customer must complete the following:

1. Notify Customer Service within five (5) business days after receipt of a past due statement that they are unable to pay their bill.
2. Provide the Customer Service Department with a statement from Olympic Community Action Programs that their income qualifies for the moratorium. This statement must also provide a dollar figure that is 7% of the Customer's monthly household income.
3. Apply for low-income energy assistance from either a government or private source and agree that any utility assistance payment received by you will be paid to the District.
4. Apply for low-income weatherization assistance to the District or appropriate agency if available.
5. Agree to maintain a payment plan designed to bring your account current by October 15. Customers may not be required to pay more than 7% of their certified monthly income plus one twelfth (1/12) of any arrearage accrued from November 15 through March 15.
6. The Customer must agree to pay the monies owed even if the Customer-Owner moves

11.4.3 – Extreme Heat Moratorium

On any day which the National Weather Service (NWS) has issued or has announced that it intends to issue a heat-related alert for East Jefferson County JPUD staff will postpone any scheduled non-pay disconnections of electric and water services until the first business day after the NWS cancels the extreme heat alert.

Any Customer-owner whose utility service has already been disconnected for non-payment may request temporary reconnection of services for the duration of the heat event by calling the District and speaking to Customer Service. Provided there are no safety issues that may arise from reconnection, the District will make a reasonable attempt to reconnect services. Upon the cancelation of the extreme heat alert, JPUD staff will automatically disconnect services without further notification to the Customer-owner.

11.4.4 – Utility Assistance Grants

Subject to funding availability, the District will offer utility assistance grants to households whose income does not exceed eighty percent of area median income (80% AMI) or two hundred percent of the federal poverty level (200% FPL), adjusted for household size. Grant funds will be applied to customer accounts in the form of a credit in the amount of their past due balance, not to exceed five hundred dollars in a twelve-month period.