**City of Lynnwood Water, Sewer, and Surface Water Utility COVID-19 Customer Assistance Plan**

**June, 2020**

**Available Rate Assistance Programs:**

Lynnwood has had in place a robust set of assistance programs for customers in need of help and in general reduce or rebate between 40 and 60 percent of city utility rates. Two of the programs have no cap for dollars that can be paid out and the two yearly rebate programs have a cap of $100,000 each per year per the code. Neither of these capped programs were near their cap in 2019 and so dollars are available for expansion. The programs are as follow:

* Special Rates Based on Snohomish County Real Property Tax Exemption (LMC 13.20.080.A). No Cap.
* Special Rates Based on Washington State Assistance Programs (LMC 13.20.080.B). Capped at $100,000/year
* Yearly Rebate Based on Washington State Free and Reduced Meal Programs for Children (LMC 13.20.080.C). Capped at $100,00/year
* Yearly Rebate Based on Age and Income Level (LMC 13.20.080.D). No cap.
* Special Rates Based on Medical Necessity (LMC 13.20.080.E). No cap.

**Temporary Suspension of Water Shut-off and Late Fees:**

Mayor Smith signed a Mayoral Declaration of Emergency on March 17, 2020 that waived the discontinuance of water service to customers required in LMC 13.34.070.A. As long as the declaration is in effect Lynnwood will not be shutting off water service due to non-payment and suspending late fees.

**Repayment Plans:**

In order to accommodate collection of owed rates due to COVID impacts, Lynnwood will work with customers to develop repayment plans.

**Informational Materials:**

Information related to assistance programs is available in printed and online forms and is being distributed widely across various media. Translation services are also available upon request.