



COVID-19 COMMUNITY SUPPORT PROGRAMS FOR UTILITY BILLS

WATER BILL ASSISTANCE

The City of Mountlake Terrace is committed to keeping our utility customers connected to essential services during the COVID-19 pandemic. If you are experiencing hardship due to the COVID-19 pandemic, you may be eligible for support, including long-term payment arrangements or bill assistance.

The city recognizes that uncertainty may cause some utility customers to worry about paying their water bill. Legally, the city cannot waive your utility bill, however the Governor's Proclamation 20-23 has allowed cities to postpone water service shut offs and waive late fees for periods of time as stipulated in the Proclamation and its extensions. The Governor's Proclamation does not relieve customers from the obligation to pay for utility services.

The City of Mountlake Terrace has postponed shut offs of water service to customers for nonpayment through October 15, 2020 in line with current direction from the Governor's Office. This action may be extended in the future, and no late fees or penalties will apply during this time. We encourage customers to continue to make their utility payments if possible and if you are having a difficult time paying your bill, please call Utility Billing at 425-744-6214 to arrange a payment plan or discuss options if you meet the low income senior/disabled residents discount requirements. You can find more information at www.cityofmlt.com/162.

OTHER UTILITY BILL ASSISTANCE

The city understands that you may have difficulty paying other utility bills as well. Puget Sound Energy and Snohomish County Public Utilities District (PUD) No. 1 have programs to help customers who have been negatively impacted by COVID-19. Please contact these agencies for assistance with your electric and gas bills.

Puget Sound Energy (PSE)

[PSE Help During Pandemic Webpage](#)

PSE Customer Service
1-888-225-5773

Monday-Friday, 7:30 a.m.-6:30 p.m.

Snohomish County PUD

[COVID Community Support Plan](#)

SNOPUD Customer Service
425-783-1000

Monday-Friday, 8:00 a.m.-5:30 p.m.