2021

Dear Utility Customer:

The City of Pacific is committed to maintaining reliable services to our residents through their individual hardship as well as during the Coronavirus Health Emergency. The city is receiving funding via the American Rescue Plan Act (ARPA) which can be used to provide monetary assistance, via two separate programs, to households in the city that have experienced a negative economic impact from the COVID-19 pandemic as well as provide monetary assistance to utility rate payers during a state of emergency.

PACIFIC UTILITY EMERGENCY ASSISTANCE PROGRAM

In response to the COVID-19 global pandemic and Governor Inslee’s emergency proclamation we had suspended late fees and utility shut off. Governor Inslee’s proclamation will end September 30, 2021. Past due amounts on your most recent bill will be due. If the Governor’s Proclamation is extended, the City will respond in accordance with that direction.

Through the Pacific Utility Emergency Assistance Program, eligible residents in Pacific have the opportunity to apply for assistance. Eligible applicants can receive assistance up to 80% of amount due owing for utility services on a first come, first serve basis. All cash grants for utility payments will be issued directly to the utility provider, the City of Pacific, in the name of the account holder.

To Be Eligible:

- Eligible expenses must be utility costs incurred between March 13, 2020 and present for a utility account in the applicant’s name.
- Applicants must prove they have been financially impacted by COVID-19 by providing documentation evidencing the following:
  - Have experienced a job loss or reduction in household income; or
  - Have increased expenses due to COVID-19; or
  - Have experienced a financial hardship in some other way due to COVID-19.
- Applicants must qualify as low income at or below 80% Area Median Income but priority will be given to those under 50% AMI. Documentation may be required as follows:
  - Proof of income for each member of household for the last 60 days. If unable to provide income documentation, applicants may submit bank statements for evidence of deposits.
  - Some examples of household income include but not limited to:
    - Salary/Wages/Tips, etc. (Pay Stubs)
    - Interest/Dividends/Pension statements
    - Alimony/Spousal Maintenance
    - Unemployment/Labor & Industries statements
    - Social Security Statement
  - Proof of “Financial Shock” of an unexpected expense(s) due to COVID-19, such as medical costs, car repair, etc.

If you do not qualify or choose not to apply for financial assistance, our office is offering delinquent account holders an Installment Payment Plan (IPP). The IPP requires equal installment payments to pay off your past due amount in addition to your regular monthly bill. If you are a tenant, the IPP must be approved and signed by both tenant and owner. Failure to comply with the IPP agreement will be subject to all fees and water shut off. Once services are shut off, the full balance due (including all past due and current amount) and reconnection fee of $40.00 must be paid in order to restore services. IPP arrangement form is due by September 30, 2021.

Any delinquent accounts that have not applied for the financial assistance or the IPP will be subject to late fees assessed on October 1, 2021 and water shut off any time after October 15, 2021.
PACIFIC EMERGENCY CASH ASSISTANCE PROGRAM

Through the Pacific Emergency Cash Assistance Program, eligible residents in Pacific have the opportunity to apply for cash assistance to help mitigate the impacts of COVID-19 pandemic. Funding shall be used for COVID-19 related shelter costs (including rent or other sheltering costs); utilities; household supplies and transportation costs for work; food assistance; counseling and legal aid to prevent eviction or homelessness; emergency assistance for burials, home repairs, weatherization, or other needs; internet access or digital literacy assistance; or job training to address negative economic or public health impacts experienced due to a worker’s occupation or level of training. This program is available on a first come, first served basis.

To Be Eligible:

- Must be a resident of the City of Pacific.
- Applicants must prove they have been financially impacted by COVID-19 by providing documentation evidencing the following:
  - Have experienced a job loss or reduction in household income; or
  - Have increased expenses due to COVID-19; or
  - Have experienced a financial hardship in some other way due to COVID-19.
- Applicants must qualify as low income at or below 80% Area Median Income but priority will be given to those under 50% AMI. Documentation may be required as follows:
  - Proof of income for each member of household for the last 60 days. If unable to provide income documentation, applicants may submit bank statements for evidence of deposits.
  - Some examples of household income include but not limited to:
    - Salary/Wages/Tips, etc. (Pay Stubs)
    - Interest/Dividends/Pension statements/Alimony/Spousal Maintenance
    - Unemployment/Labor & Industries statements
    - Social Security Statement
  - Proof of “Financial Shock” of an unexpected expense(s) due to COVID-19, such as medical costs, car repair, etc.
- For Rental Cash Assistance:
  - Must produce a lease or alternative proof of regular recurring shelter/housing payments
  - Must prove you are at risk of experiencing homelessness or currently experiencing housing instability

Please contact our office for any questions. We are open Monday thru Friday from 8:00 a.m. to 5:00 p.m.

Sincerely,

Tarra Mannie
Assistant Utility Billing Clerk
(253) 929-1122
tmannie@ci.pacific.wa.us

Angelica Noble
Senior Utilities Clerk
(253) 929-1104
anoble@ci.pacific.wa.us

Enclosed: Financial Assistance Application
Installment Payment Plan Application