

City of Poulsbo

Office of Mayor Rebecca Erickson



FOR IMMEDIATE RELEASE:

November 2, 2021

City of Poulsbo, Mayor's Office
200 NE Moe Street, Poulsbo, WA 98370
360.394.9880
www.cityofpoulsbo.com

City of Poulsbo Water Shut Off for Utility Accounts in Past Due Status will be effective November 2, 2021

Effective March of 2020 all penalties and suspension of services were ceased. Due to the Governor's order, the moratorium ended as of September 30, 2021. Below are the steps the City has taken to reduce the possibility of service suspension.

- **October 2020 and April 2021** - Sent letters to all customers with past due balances encouraging payments in anticipation of future suspension of services.
- **August** - Payment plan details and applications were established.
- **August** - City Council established grant funding of ARPA funds for eligible applicants who may have been financially impacted by COVID- 19.
- **August** - Door knockers were placed at customers' locations who would be in jeopardy of service suspension.
 - Included a list of resources to apply for assistance
 - Included payment plan information
- **September** – Door knockers were again placed at customers locations who would be in jeopardy of suspension of services.
- **August – November** – Payment plan applications have continually been processed and established if all paperwork has been completed.
- **October – November** – If customer has reached out to the City and has delayed setting up a payment plan because they are reaching out for assistance, the City has accommodated these special requests by delaying the suspension of services.

There are several options for making payment:

- Drop Boxes at City Hall – These are checked daily
 - Drive up box on 3rd Avenue
 - Walk up drop on the outside of the building at top of the stairs at the main entrance off of Moe Street
- Mail 200 NE Moe Street, Poulsbo, WA 98370
- In person at City Hall on the third floor

- Set up an automatic payment withdrawal from customers bank account
- Pay on-line by credit card or electronic check
- Pay by credit over the phone 360-394-9881
 - Convenience fee for customers calling and making payments over the phone will continue to be waived until January 2022.

The City has and will continue to work with customers. All applications forms are available on the City website. The overall goal of the City is for customers to maintain services while working towards outstanding balances paid.

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