



October 20, 2021

Dear Olympic Water & Sewer Customer

Effective September 30, 2021, Governor Inslee's Proclamation 20-23.16 which prohibits water service disconnections due to non-payment will expire, and Olympic Water & Sewer Inc. may resume disconnections. Disconnection of service for non-payment may resume as early as October 1, 2021, but Olympic Water & Sewer Inc. will not resume charging reconnect fees until after December 20, 2021.

Please Contact Us if Your Account is Past Due

We are here to help you set up payment arrangements for past due balances and inform you of other services that may help you manage your bill. Without these arrangements, your service may be disconnected for non-payment.

Payment Arrangement Options

- Long Term Payment Arrangements up to 18 months
- Short term payment plans
- Changing your preferred payment due date
- Certified Medical Exceptions (WAC 480-110-355(2))

Bill Assistance for Residential Customers

If you need help with a past due balance, you may be eligible to receive financial assistance through the federal Low Income Household Water Assistance Program (LIHWAP). Visit [LIHWAP information](#) to learn more.

You can apply for LIHWAP and other types of assistance programs through your local Community Action Agency. If you need information about your local Community Action Agency, please visit www.commerce.wa.gov for more information or contact us and we will be happy to connect you with your local agency.

Please reach out if you need help. We are more than happy to assist you in any way possible.

Olympic Water & Sewer Inc. Contact Information

- Speak with a customer service representative at **360-437-8241**
- Email us at owsi@portludlowassociates.com

Utilities and Transportation Commission Contact Information

Water services in Washington are regulated by the Utilities and Transportation Commission (UTC). If you would like additional information, you may also contact the UTC.

- 888-333-9882 (Toll Free)
- Consumer@utc.wa.gov
- P.O. Box 47250, Olympia, WA 98504

Sincerely,

Greg Rae
Manager