

Utility customer assistance programs

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Utility customer assistance program survey

On March 18, Governor Jay Inslee extended his [utility shut off and disconnection moratorium](#). AWC, along with other local government advocates, is working to communicate the needs of customer-owned utilities and their ratepayers.

Your jurisdiction's response is critical in helping inform us of your community's needs. Click here to view an outline of the survey (PDF) before you begin. We strongly encourage you to review the outline before starting the survey. The survey itself should take approximately 10-15 minutes to complete. If you have any feedback or problems with the survey, please contact Maggie Douglas via [email](#) or phone (360-789-0213).

Please complete this survey by Thursday, April 8.

Please provide the following contact information:

- Name _____
 - City _____
 - Title _____
 - Email address _____
-

Does your city offer utility services?

Yes

No

Skip To: End of Survey If Does your city offer utility services? = No

If your jurisdiction offers utility services, what utility services do you provide?

Water

Sewer

Natural gas

Electric

Stormwater

Garbage

Please indicate whether your jurisdiction offers any of the following **ratepayer assistance programs**:

	Senior low income rate (1)	Disabled low income rate (2)	Low income rate (general population) (3)	Payment plans (4)	Direct financial assistance (e.g. grants) (5)	Specific COVID-19 ratepayer assistance (please elaborate on next page) (6)	Other (7)	None (8)
Water (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewer (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural gas (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electric (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stormwater (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered *COVID-19 ratepayer assistance* to the previous question, please describe the program (e.g. payment plan, CARES funding, other assistance) and/or provide website with more information:

If you answered *other* to the previous question, please describe the program and/or provide website(s) with more information:

Is there anything else you'd like to share?

By clicking the blue arrow below, you are ending the survey and will not have the opportunity to edit your survey responses. For any questions or concerns regarding your submission, please contact [Maggie Douglas](#).

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