

**Beacon Hill Water and Sewer District
COVID-19 Customer Support Program**

1. Maintaining access to essential utilities

Beacon Hill Water and Sewer District (BHWSO) has followed the proclamation of Governor Inslee by not shutting off water service or charging late fees to customers during the state's recovery from the COVID-19 pandemic. This proclamation does not relieve customers from the obligation to pay for utility services. We have reached out to customers that normally would be shut off for non-payment and have implemented payment plans to help the customer get back on track.

2. Payment Arrangements

BHWSO is offering payment plans for periods that match a certain arrearage balance as follows:

Payment Plan Schedule

Arrears Balance	Payment Period
\$0 - \$299	3 months
\$300 - \$599	6 months
\$600 - \$899	9 months
\$900 +	12 months

Note: Customer must contact the office to start the payment arrangement.

3. Customer Assistance

For those customers having difficulty in paying their utility bill, the following information is provided as a resource. BHWSO is not affiliated with these organizations; these links to programs have been provided as a reference for customer convenience.

https://www.needhelppayingbills.com/html/cowlitz_county_assistance_prog.html

https://fishofcowlitzcounty.org/home/about_fish/

4. Customer Assistance Notification

BHWSO will make every effort through the District website, billing statements, late payment cards, and phone calls to notify customers with arrearage balances of the above resources, including payment plan arrangements.

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