

City of Ellensburg

Utility Customer Support Program

The City of Ellensburg provides safe, reliable, and affordable utility services.

Under the Safe Start Washington Plan and in response to the COVID-19 pandemic, utility services are considered essential services.

The Governor's proclamation 20-23.6 (as it relates to electric, natural gas and water utility services) requires utilities, including the City of Ellensburg, to extend the temporary suspension of utility disconnection for non-payment and charging late fees.

The temporary suspension does not relieve customers from the obligation to pay for utility services.

At the City of Ellensburg, for our utility customers, we commit to:

1. Prohibit disconnections for low-income and vulnerable households through at least August 1, 2020;
2. Waive fees associated with late payments, disconnection and reconnection of services; and
3. Establish protections for customers under any pre-paid meter plans to ensure continued provision of essential services.



For more information

Governor Inslee's proclamation 20-23.6 Amending and Extending Ratepayer Assistance and Preservation of Essential Services www.governor.wa.gov/sites/default/files/proclamations/proc_20-23.6.pdf

The City of Ellensburg's information on city utilities www.ci.ellensburg.wa.us/190/Get-Information-on-Utilities

HopeSource Energy Assistance Program www.hopesource.us/energy.php

We are in unprecedented times, and as such,
the information contained in this bill insert is accurate as of July 8, 2020.