



Utility Relief Assistance Program

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1. What is the Utility Relief Assistance Program (URAP)?

Thurston PUD recently created the Utility Relief Assistance Program for customers who have been adversely affected by the COVID-19 pandemic. PUD staff applied and was awarded a grant through the Washington State Department of Commerce to help our customers with unpaid bills due to hardships related to the COVID-19 pandemic.

2. Who is eligible?

All Thurston PUD customers are eligible for this program. Financial assistance is available for any unpaid bills between March 2020 through the current date.

3. How can I apply for assistance and what documents are required?

You may submit an application by mail, email or online. The application contains an Attestation statement that is required to be completed. No additional documentation is required to be submitted with the application.



To submit an application by mail, send to the address below:

Thurston PUD
1230 Ruddell Rd SE
Lacey, WA 98503

To submit an application by email, please email the signed application to PUDCustomerService@thurstonpud.org

To submit an application online, visit our website at www.ThurstonPUD.org.

4. When can I apply?

We encourage you to apply as soon as possible. Funding is limited. Applications will be reviewed in order of submission. This program will end once the funding is exhausted.

5. What is the amount I can receive toward my unpaid balance?

During the application review process, the unpaid balance on your account will be reviewed to determine if the past due balance can be partially paid or paid in full. Financial assistance is available for any unpaid bills between March 2020 through the current date. Any amounts due prior to March 2020 are not eligible for the grant funding assistance, but will be included in a flexible Monthly Payment Plan (MPP).

6. Can I receive more assistance if needed in the future?

Customers can submit additional applications for review. Grant assistance will be available to all customers who meet the program eligibility requirements until the grant funding assistance is exhausted.

7. Will I have to repay the money I received?

No, you will not be required to repay the grant assistance or credit applied to your account. The funding is being provided as a grant which means this money is a financial award given by the federal, state or local government to help those impacted by the COVID-19 pandemic.

8. Can I set up a payment plan for the balance not eligible for grant assistance?

Yes, a Monthly Payment Plan (MPP) agreement is available for any unpaid balance that is not eligible for grant assistance.

9. If I don't set up a payment plan for the balance not eligible for grant assistance will you disconnect my service?

We will continue to work with you and find a Monthly Payment Plan (MPP) that works for your individual financial needs.



10. Previously, I was told Thurston PUD could not forgive or write off any balances; it would be considered a gift of public funds. How can Thurston PUD now offer to pay my balance owed partially or in full?

During the pandemic, PUD staff continued to monitor customer payments and past due bills and worked with local and state agencies to bring awareness of our customers inability to pay their monthly bills.

PUD staff submitted a grant application to the Washington State Department of Commerce and was awarded the grant funding. All of the grant funds received by the PUD will be applied directly to the unpaid balances on customer accounts for those who qualify.

11. What if funding is expended before the past due balance are paid?

PUD staff can only provide grant funding up to the grant amount limit. Once the grant funding is exhausted, the program will be closed and applications will no longer be accepted. PUD staff will work with customers to find a Monthly Payment Plan (MPP) that works for their specific financial needs. We will also continue to provide other financial resources that may provide utility assistance.

12. Is there any other financial resource available for rental or other utility (garbage, sewer, electricity) assistance?

A list of other resources for assistance is shown below:

Thurston County

- City Gates Ministries (360) 705-0291
- Community Action Council (800) 952-2125
- Department of Health & Social Services (877) 501-2233
- Lewis-Mason-Thurston Area Agency on Aging (888) 545-0910
- Sacred Heart Emergency Outreach..... (360) 923-0929
- Salvation Army (360) 352-8596
- St. Vincent De Paul Society/St. Michael Conference – Olympia (360) 972-0661
- St. Vincent De Paul Society – Yelm (360) 458-1904

Lewis County

- Community Action Council (800) 878-5235
- Department of Health & Social Services (877) 501-2233
- Housing Resource Center of Lewis County (360) 736-5140
- Lewis-Mason-Thurston Area Agency on Aging (888) 545-0910
- Salvation Army (360) 736-4339

Pierce County

- Community Action Programs..... *
- Department of Health & Social Services (877) 501-2233
- Living Access Support Alliance (LASA)..... (253) 581-8689



- St. Vincent De Paul Society Helpline – Pierce County..... (253) 426-1710

* To apply, please visit www.housinghelp.piercerentalassistance.org. If you do not have internet access, please call 211 to apply.

Mason County

- Community Action Council (800) 952-2125
- Lewis-Mason-Thurston Area Agency on Aging (888) 545-0910
- Salvation Army (360) 736-4339