

SOCIAL SERVICES

Following is a list of Social Service agencies that may provide financial assistance for outstanding utility bills. Covington Water District provides this list purely as a courtesy to our customers. It is up to the customer to contact the agencies. The District is not involved in any way with securing financial aid for customers. Customers remain responsible for their outstanding balances, regardless of whether financial aid is awarded. ***The following information may not be current or complete.**

PAYMENT OPTIONS



Property owners are encouraged to register their account online to take advantage of personalized billing and payment options. Tenants now have the option to make a single quick payment online. Payments can be made over the phone or online using a Visa, MasterCard, Discover or Checking account. Please visit our website www.covingtonwater.com for more information. Customer Service can be reached at (253) 631-0565 if you have any questions regarding your utility bill.

PAYMENT TERMS



Payments are due 25 days after the statement date. The payment due date is for current charges only. Any balance forward is considered delinquent and is subject to additional fees and disconnection for non-payment.

LIENS



Accounts more than 60 days delinquent are subject to liens, including fees and interest.

FAILURE TO RECEIVE A BILL



Failure to receive a bill does not relieve a customer from the responsibility for payment of charges and penalties.

DISCONNECTION OF SERVICE



A disconnect notice is mailed if payment is not received 40 days after the statement date. Failure to pay before the shut-off date listed on the notice will result in additional charges and disconnection of service. Payment must be made in full, prior to water service being reinstated. The District shall not be held liable or responsible for loss or damage arising from the interruption of the water supply.

CONTACT LIST

MAPLE VALLEY FOOD BANK.....425-432-8139

Tuesday 10:30am – 6:00pm & Wednesday 10:30am – 1:00pm

Serves Tahoma School District area, Covington, and Black Diamond. Must have Past Due or Disconnect Notice. Amount varies, funds not always available.

AUBURN FOOD BANK.....253-833-8925

Monday, Tuesday, Friday 9:00am – 1:00pm & 2nd Wednesday of the month 4:30pm – 5:30pm.

Serves Auburn School District boundaries. A first come, first serve basis starting at 9:00am on the first Wednesday of every month. Must have a copy of a bill in hand, amount varies. Appointments are made on the food bank's last working day of the month. No phone appointments will be made.

KENT FOOD BANK.....253-520-3550

Monday, Tuesday, Wednesday, & Friday 10:00am – 2:00pm.

Serves Kent School District area. Must call for an appointment. No walk-ins. Maximum \$30 available in a 12- month period.

LAKE SAWYER CHRISTIAN COMMUNITY CHURCH.....360-886-8045

Monday – Thursday 9:00am – 4:00pm.

Serves Covington, Black Diamond, and Maple Valley. Pledges for utilities or other financial needs, amount varies. By appointment only, may take up to 48hrs.

ST. VINCENT DE PAUL.....206-767-6449

Monday – Friday 8:00am – 3:00pm

Assists residents in the King County area. Assistance is given on a case-by-case basis.

ST. JAMES CHURCH OUTREACH.....253-852-4100

Monday & Wednesday 1:00pm – 4:00pm & Tuesday 9:00am – 12:00pm.

Serves the Kent zip-code area. Must have disconnect notice. Must have an appointment. Amount varies. Assistance is limited to once per year.

KENT UNITED METHODIST CHURCH.....253-852-0993

Monday – Thursday 9:00am – 3:00pm.

Call Monday at 9:00am to make an appointment. Appointments take place on Wednesdays.

Serves Kent school district **only**. Must have Disconnect/Urgent Notice or Eviction Notice. Assistance can only be provided once every 12 months.

LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM.....360-725-2857

Washington's LIHWAP is managed and operated at the state level and is available to low-income households. The LIHWAP provides relief to **two priority groups**:

- Households without current water services for the immediate restoration of services.
- Households with existing arrearages to prevent disconnection of drinking water and/or wastewater services.

Eligible households may receive up to \$2500 in benefit assistance towards their water bill.

WASHINGTON STATE DEPARTMENT OF SOCIAL AND HEALTH SERVICES.....877-501-2233

Two programs available for families with children under 18 living at home.

AREN – For families currently receiving Temporary Assistance for Needy Families (TANF cash assistance) - Up to \$750. DIVERSION - Families who are eligible for TANF, but not receiving it - Up to \$1250.

KING COUNTY HOUSING REPAIR PROGRAM206-263-9095

Provides mobile home grants or no-interest loans for necessary repairs to homes of low-income homeowners in King County

800-325-6165
ext. 39095

KING COUNTY VETERAN'S PROGRAM206-263-8387

Monday – Friday 8:30am – 4:30pm.

Walk-ins welcomed 8:30am – 11:00am & 1:00pm – 3:00pm.

Offices are located in Tukwila and Seattle.

Provides assistance for utilities for veterans, servicemembers, or respective family members living in King County.

211 KING CO.211

Mon. – Fri. 8:00am – 6:00pm.

Provides comprehensive information & referral service to health & human service programs.

SOUND GENERATIONS – MINOR HOME REPAIR

Online at www.soundgenerations.org