

**COMMISSIONERS:**

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East Wenatchee Water District

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To Our Valued Citizen:

The Board of Commissioners and staff at the East Wenatchee Water District would like to reach out to our citizens and partners in the community. The Covid-19 pandemic is affecting every aspect of our lives. We are waking up each day learning about and adapting to the changing pandemic. It is not only critical that individuals take the right steps to ensure the best possible outcome, but companies do their part as well. During this difficult time, we want to assure you that we continue to serve the community and provide services throughout this crisis doing everything in our power to recover from the disruption as quickly as possible.

Over the past several months, the District has implemented a new secure online payment portal that allows customers to pay their bill anytime from anywhere. Customers can also view comprehensive, current account information, billing history, consumption summaries and receive electronic statements. We have a new online payment portal and you can pay your bill by phone through a direct phone number. For more information or account assistance please contact the East Wenatchee Water District at (509) 884-3569.

- Visit www.ewwd.org, go to “Login” and follow the prompts to register your account and start your electronic billing.
- To pay by phone, please call 509-293-4383

In a better attempt to accommodate our citizens’ requests, the District will be changing our current reading and billing dates. This will better accommodate end of the month and beginning of the month planning.

- **All water meters will be read on the first of the month.**
- **Bi-monthly statements will be sent out on the 15th day of the month the meter is read.**
- **Payments will be due within 30 days “the 15th” of the following month.**

This is a challenging time for people within our community. We remain confident in the power of people and the collective ability to come out stronger. Our focus is to continue to keep the public and employees safe while maintaining our business continuity to stay connected to our customers.

Sincerely,

Vince Johnston

Vince Johnston
District Manager
East Wenatchee Water District
509-884-3569