

DID YOU KNOW?

Helping Others in Need

Skagit PUD offers a Customer Assistance Program to help customers experiencing difficulties paying their water bills and has partnered with Community Action of Skagit County on administering the program.

To be eligible, the following would need to apply:

- Be a PUD customer with an active account in their name.
- Received a past-due notice on a water service account.
- Household income less than 150% of the Federal poverty level.

Because assistance is limited to available funds, Skagit PUD is seeking contributions to assist qualified low-income residential customers. There's a donation line on your bill's remittance stub. Please consider how you might financially contribute.

Late Fees Reinstated

During the pandemic, Skagit PUD temporarily stopped charging late fees on past due accounts. In 2023, late fees are being reinstated in order to recoup a portion of the costs associated with collecting delinquent bills. A late payment charge of \$5 or 2% per month, whichever is greater, will be applied to a customer's bill for all unpaid balances 14 calendar days beyond the bill due date.

Rate Increase Reminder

On January 1, 2023, a 5% rate increase went into effect for all Skagit PUD water customers.

Protect Yourself From Phone Scammers



Telephone scammers try to steal your money or personal information. Reporting scams to federal agencies helps them collect evidence for lawsuits against people committing these scams.

S Skagit PUD is aware that some customers are receiving phone calls from scammers claiming to be PUD representatives and asking personal questions unrelated to water service. Protect yourself from con artists. Learn what you can do to avoid being a victim.

Telephone scammers try to steal your money or personal information. Scams may come through phone calls from real people, robocalls, or text messages. The callers often make false promises, such as opportunities to buy products, invest your money, or receive free product trials. They may also offer you money through free grants and lotteries. Some scammers may call with threats of jail or lawsuits if you don't pay them.

Reporting scams to federal agencies helps them collect evidence for lawsuits against people committing these scams. However, federal agencies don't investigate individual cases of telephone scams.

Report telephone scams to the Federal Trade Commission, either online or by phone at 1-877-382-4357. The FTC is the primary government agency that collects scam

complaints.

Report all robocalls and unwanted telemarketing calls to the Do Not Call Registry.

Report caller ID spoofing to the Federal Communications Commission online or by phone at 1-888-225-5322.

Also, report the scam to the state's consumer protection office.

Remember these tips to avoid being a victim of a telephone scam:

DO

- Register your phone number with the National Do Not Call Registry. You may register online or by calling 1-888-382-1222. If you still receive telemarketing calls after registering, there's a good chance that the calls are scams.
- Be wary of callers claiming you've won a prize or vacation package.
- Hang up on suspicious phone calls.
- Be cautious of caller ID. Scammers can change the phone number on your caller ID screen. This is called "spoofing."

TELEPHONE SCAMMERS > [SEE BACK PAGE](#)

Your PUBLIC Utility

Three commissioners, elected by the residents of Skagit County, govern Skagit PUD — **Andrew Miller, Joe Lindquist, and Corrin Hamburg.** Each serves six-year terms on a nonpartisan basis.

The PUD Commissioners establish policy, approve budgets and expenditures, establish rates for services, retain the utility management, and provide oversight of the utility. PUDs are self-regulated and, as such, are not regulated by the Washington Utilities and Transportation Commission. Water service is provided on a non-profit basis, reflecting the actual cost of service.

As with any decision before the board, citizens have numerous opportunities to comment on the utility's actions. As elected commissioners, they ensure that provided services are financially feasible and in the customer's best interests.

As a Skagit PUD customer-owner, you can voice questions or concerns during every commission meeting. The PUD holds open public meetings on the second and fourth Tuesday of the month at 4:30 p.m. in the PUD's Aqua Room, where members of the public can observe and participate in decisions made by the board. The public may attend in person or via Zoom. Meeting agenda packets, audio recordings, and minutes are available at www.SkagitPUD.org.



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District No. 2

Joe Lindquist

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Hamburg Joins PUD Board

Skagit PUD welcomes Corrin Hamburg to its Board of Commissioners. Hamburg takes the seat previously held by Germaine Kornegay, who was appointed to the board in August 2020.

"I'm passionate about serving my community," Hamburg said. "My focus is on the needs of my constituents and protecting the integrity of our rural community. I know I'll make thoughtful decisions that will best represent my constituents."

Hamburg brings to the position a background in water resource management. Since 2018, she has served as the laboratory supervisor at the city of Anacortes's wastewater treatment plant. Hamburg previously managed the environmental conservation lab at Skagit Valley College from 2014 to 2018.

Hamburg earned a bachelor's degree in environmental science from Washington State University.

Growing up as a fifth-generation Skagitonian, Hamburg says she spent much of her time along the Skagit River on the family's farm. "I spent my youth salmon fishing, flood

fighting, and volunteering," Hamburg said. "My love for the Skagit River, paired with my love for science, led me on an academic and professional journey to get me to where I am today."

As a committed community member,

Hamburg volunteers at the Sedro-Woolley Eagles Club, Dike District 17, and at her stepson's 4-H club. During the pandemic, Hamburg cooked meals for the Eagles Club and donated meals to local first responders and emergency room staff.

When not working or volunteering, Hamburg can be found enjoying the beauty of Skagit Valley while hiking and camping. Hamburg says she especially enjoys time fishing the Skagit River with her family.



Corrin Hamburg

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Telephone Scammers

> CONTINUED FROM FRONT

- Research business opportunities, charities, or travel packages separately from the information the caller has provided.

DON'T

- Don't give in to pressure to take immediate action.
- Don't say anything if a caller starts the call asking, "Can you hear me?" This is a common tactic for scammers to record you saying "yes." Scammers record your "yes" response to prove that you agreed to a purchase or credit card charge.
- Don't provide your credit card number, bank account information, or other personal information to a caller.
- Don't send money if the caller tells you to wire money or pay with a prepaid debit card.

