



To: Oelwein City Council

From: Dylan Mulfinger, City Administrator

Subject: COVID-19 (Coronavirus) Water Shut Off Policy

Date: 4/13/2020

The City will proceed by using a temporary process for utility billing and water shut offs for April 2020 until state guidelines are lifted.

- The city sends out on average 100 late notices each month for water accounts
 - On average, 40 of these accounts will receive a door tag letting them know that they will be shut off
- All fees for online payments will be waived at this time to encourage individuals to pay online
- The city will only interact with customers via phone or email
- Patrons may drop their bill in the drop off box with:
 - Exact cash
 - Check/Money Order
 - Any additional cash will be credited to the account
- The city will send out notices by the mail, the city will no longer deliver notices with a city employee
 - Notices include door tags and late payments
 - Notices will go in a brightly colored envelope
 - A letter must be included explaining the current situation
- The city will be asking that customers pay what they can
- The city will not be making any new payment agreements
- Customers will not be shut off until further notice per state guidelines and the importance of water during this pandemic
- All fees will continue to be assessed for late and overdue accounts
 - Fees were assessed in March on residents late on their utility bill, because their lateness started before the COVID-19 economic downturn
 - Fees starting in April will not be assessed
 - This includes late fees, door tags, and shut offs
- All customers will be required to bring their utility bill to \$0 once the state and federal government lift the restrictions from the COVID-19 epidemic
- The city is asking that customers pay what they can
 - The city is willing to accept any and all payments