

## ***Coronavirus (COVID-19) Utility Procedure*** ***(Helping Utility Customers)***

*As a value citizen and utility customer we want our customers to know that we are here to help them through this crisis.*

*We will review each individual case which falls in the categories depicted below:*

- 1. Lost Job (permanently)*
- 2. Business Temporarily Closed*
- 3. Decreased Work Hours*
- 4. Diagnosed With COVID-19)*
- 5. Quarantined*

*If your income is affected by COVID-19 the City will postpone cut-off of your service for up to 60days and prepare a payment plan for those 60days moving forward. Please call (850) 618-1899.*

*Know that our thoughts are with those who have been impacted, and we will continue to monitor this situation and take additional action if necessary.*

*Stay well,*

*Ann Sherman Director Human Resources*