

RESOLUTION NO. 2020-0401C

**A RESOLUTION ADOPTING THE CITY OF ATTICA'S UTILITY BILLING POLICY
DURING THE COVID-19 PANDEMIC**

WHEREAS, the City of Attica continues to place the highest priority on the health, safety and wellbeing of the City's employees and utility customers; and

WHEREAS, the City of Attica is committed to providing dependable utility service for its citizens.

NOW, THEREFORE, be it resolved by the City Council of the City of Attica that the following temporary policies are adopted for City utilities:

- A. All payments for utilities shall be deposited in the drop box located outside the City Hall. The Clerk-Treasurer and her deputies will no longer take payments inside the City Hall.
- B. The City of Attica will not disconnect any customer's service for non-payment, in order to give customers experiencing financial hardship extra time to make payments. The City will continue to read meters and send bills. Customers should pay what they can to avoid building a large balance that will be more difficult to pay off later.
- C. The City of Attica will not charge late fees for delinquent utility payments for the same reasons stated above.
- D. City employees will continue to respond to emergencies with the City utilities.
- E. City employees will continue to complete service orders, such as new utility connections and requested disconnections.
- F. If City employees need to interact with utility customers in-person, such as in an emergency, they will follow the U.S. Centers for Disease Control's safety guidelines, including social distancing.
- G. These measures are intended to be a temporary measures to contain the spread of the novel COVID-19 virus. These policies will be adjusted and updated as need in response to the developing situation. The City Council shall revisit these policies in sixty (60) days to determine whether the threat has been sufficiently addressed or if an extension of these policies is necessary.

SO RESOLVED, this 1 day of April, 2020.

Patricia Harper Bay Broadwater
Sponsoring Council Member

Duane Roderick
Duane Roderick, Mayor

ATTEST:

Joanne Broadwater
Joanne Broadwater, Clerk-Treasurer

ATTEST:

Joanne Broadwater
Joanne Broadwater, Clerk-Treasurer