

## Utility Billing Deferment, no service disruptions and suggested payment methods

In an effort to provide citizens with as much relief as possible and maintain the safety of our residents and staff, the City is asking utility billing customers to pay their water bills online, over the phone or by submitting payment to the drop box on the north side of City Hall. Service fees will not be charged for residents paying online as soon as our service provider, who is inundated with requests, is able to make the change to the online system. We anticipate this happening within the next few days and will communicate to residents when this has occurred.

Additionally, the City of Grain Valley will not disconnect water service for non-payment as residents may be facing potential hardships from COVID-19. Late payment notices will continue to be distributed to accounts who have fallen behind in payments and those accounts will be considered in deferment; however, City water and sewer services will continue as normal with the City carrying the balance until it is determined that the COVID-19 response period has ceased or for a period of 3 months (June 30, 2020), whichever is shorter. At the time it is determined that the impact of the virus has waned, the City will expect customers who are behind in their payments to pay the balance due within 30 days or contact City Hall to arrange a repayment plan.

COVID Response 3-17-2020