



AGENDA STAFF REPORT

DATE: March 18, 2020
TO: Mayor and City Council
APPROVED BY: David B. Dale, City Manager
PREPARED BY: Karla Lobatos, Finance Director *KL*
SUBJECT: Approval of Letter to be sent to Water Customers with Regards to Assistance During the Local Emergency Regarding Novel Coronavirus (COVID-19)

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Recommendation:

Consideration by City Council to approve letter to be sent to water customers with Regards to assistance during the Local Emergency Regarding Novel Coronavirus (COVID-19)

Background:

We know COVID-19 is creating financial hardship for some of our customers, and we're committed to making sure they have water services during this uncertain time. To help, the City of Calexico will not disconnect water services to any customers for non-payment, until further notice. The City of Calexico is also temporarily waiving customer late fees, effective March 18, 2020. Customers who are behind on payment will still owe the City of Calexico for services provided, however they will not be disconnected during this state of emergency.

Discussion & Analysis:

First and foremost, the City of Calexico wants to assure that we are open for business and we are well prepared to continue to provide reliable water service. The situation with the coronavirus (COVID-19) continues to develop and is having a significant impact on our customers and our community. We are trying to support our local customers who are in need and request City Council consideration in this matter.

Fiscal Impact:

Unknown at this time.

Coordinated With:

City Manager.

Attachments:

1. Sample letter to water customers.

**AGENDA
ITEM**

March 18, 2020

Dear City of Calexico Water Customers:

The situation with the coronavirus (COVID-19) continues to develop and is having a significant impact on our customers and our community. I want to reassure you that we are monitoring COVID-19 closely and let you know about the actions we have been taking so that we are able to continue to provide services to our customers while reducing risks to our employees and to the public based on recommendations from the California Department of Public Health, the Centers for Disease Control and Prevention, and Imperial County Health Department.

THE CITY OF CALEXICO WILL KEEP WATER SERVICES ON AND HELP CUSTOMERS IN NEED

First and foremost, the City of Calexico wants to assure you that we are open for business and we are well prepared to continue to provide you with reliable water service.

We know COVID-19 is creating financial hardship for some of our customers, and we're committed to making sure they have water services during this uncertain time. **To help, the City of Calexico will not disconnect water services to any customers for non-payment, until further notice. The City of Calexico is also temporarily waiving customer late fees, effective March 18, 2020. Customers who are behind on payment will still owe the City of Calexico for services provided, however they will not be disconnected during this state of emergency.**

Furthermore, if you are struggling to pay your water bill due to financial hardships stemming from the coronavirus, please contact the City of Calexico at 760-768-2120 or 760-768-2122 to make payment arrangements.

SAFE AND EASY WAYS TO PAY YOUR BILL

To help prevent the potential spread of COVID-19 in our community we strongly encourage you to use one of our alternative methods of payment.

You can pay your bill online at:

https://www.starnik.net/utilitytrkr/ut4/current/Rp_default.aspx?imagefolder=clx

OR visit either of the establishments below that will take your water payment.

California Super Market
609 Imperial Avenue
Calexico, CA 92231
(760) 357-6888 (Monday through Sunday)
**Store hours may vary*

California Super Market
127 E. Second Street
Calexico, CA 92231
(760) 357-4061 (Monday through Sunday)
**Store hours may vary*

You may also send payments by mail or drop off payments at our walk-up secure payment box (green box) located in front of City Hall.

SAFE PUBLIC MEETINGS

Additionally, in response to the COVID-19 pandemic, California Governor Gavin Newsom issued an executive order concerning the convening of public meetings. While the City of Calexico will continue to convene our regularly scheduled public city council meetings, we've put measures in place to reduce risks to the public and to our employees.

Members of the public are strongly encouraged to stay home and watch or listen to the live audio or video stream of our city council meetings at <https://www.communityspectrum.org/>.

SAFE FACILITIES

As added precautions, we've increased the cleaning frequency of all common areas in our buildings, and ask that staff and the public alike adhere to social distancing guidelines.

The City of Calexico has also postponed all attendance at public events and cancelled all non-critical employee travel until further notice.

We will continue to stay on top of the latest information on this rapidly evolving situation and we encourage our customers to do the same.

PROTECTION AGAINST SCAMS

Finally, during times of uncertainty, scams targeting utility customers tend to increase. For this reason, we urge customers to contact the City of Calexico if they are suspicious about any coronavirus-related emails or calls they receive from people claiming to be employed by the City.

For further information on this and other City related matters, please visit our website www.calexico.ca.gov.

As always, safety for our community continues to be our number one priority.

Sincerely,

David B. Dale
City Manager
City of Calexico