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**Office of the City Administrator**

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Date: March 25, 2020  
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**SOCIAL MEDIA/WEBSITE STATEMENT  
FOR IMMEDIATE RELEASE**

**CITY TO SUSPEND WATER/SEWER SHUT OFFS AND LATE FEES**

At Tuesday night's city council meeting, realizing the economic impact COVID-19 is having on our community, the City Council approved a temporary policy to its utility billing process, which consists of Water, Sewer, Garbage and Storm Water services. Until further notice, the City of Hutchinson will be doing the following:

- 1) Late payment penalties will be waived for the current billing cycle due March 27 and until further noticed
- 2) Customer water service will not be disconnected due to non-payment
- 3) City staff will work with customers to create payment plans, if necessary, due to the COVID-19 challenges

The City encourages customers to make payments by credit card, either online or by calling the City's Utility Billing department at (320) 234-5672. For payments by check, we ask that customers simply drop it off, along with the proper remittance information, in the City's box located outside of City Center. If a customer must pay with cash, we request that the cash be sealed in the provided envelope with the remittance information, and placed in the drop box located in the lobby at City Center.

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