



April 3, 2020

To our valued customers,

The safety of our customers, employees, contractors and the reliability of utility services are one of the City of Columbia's top priorities. As we continue to monitor and take actions to prevent the spread of the coronavirus (COVID-19), we want you to know that we will continue to provide reliable utility services so that you can focus on staying well.

While our community observes a Stay at Home Order, you can be confident that we will continue to provide vital services and maintain our systems and infrastructure. Whether you see us in your neighborhood picking up trash each week or responding to service calls and maintaining our critical systems, please know that we will be following established CDC guidance to protect you and our employees.

We know many of our customers will be facing financial hardships. To ensure that you have time to focus on what's most important to you, we have suspended utility disconnections for non-payment as well as late payment fees.

We're here to help. If you have questions about your utility bill, please call us at 573.874.7380, Monday through Friday between 8 a.m. and 5 p.m. We also offer a number of safe and convenient online/phone payment options with no convenience fees to support staying home and staying safe.

For more information on COVID-19 and how our community is responding, visit [CoMo.gov/Coronavirus](https://CoMo.gov/Coronavirus) or call 573.874.CITY (2489).

Stay home. Stay safe. Practice compassion.

John Glascock

A handwritten signature in black ink that reads "John".

City Manager