



City of Wasco

Coronavirus COVID-19 Response- March 20,2020

To ensure the health and safety of City of Wasco residents and employees during the state of emergency declared by Governor Newsom and comply with the governor's stay at home order issued on 3/19/2020, the following operational changes are **effective Monday, March 23, 2020**. Changes may continue to be modified as the situation evolves.

Finance Department

- **Paying a Utility Bill -**
 - Pay on-line at <http://www.ci.wasco.ca.us/pay-your-utility-bill/>. Click on the button that says "Pay Utility Bill".
 - Instructions to pay utility bills will be available on our website and hard copies will be available outside the Finance office.
 - Mail payment in the form of personal check, Money Order or Cashier's Check to the address on the front of the bill: ****DO NOT SEND CASH****
 - Please include your FULL "CID-Account Number" when mailing payments. See Example below:

PAYMENT SUMMARY RECEIPT	
CITY OF WASCO 764 E STREET WASCO CA 93280	
DATE: 03/18/20	CUSTOMER#: 012345
TIME: 17:02	CITY OF WASCO
CLERK:	
RECPT#: 0123456	PREV BAL: .00
TP/YR: UB/2020	AMT PAID: 100.00
BILL: 12345	ADJUST: .00
EFF DT: 03/18/20	BAL DUE: -100.00
UB Acct #: 01234567890	
-----TOTALS-----	
PRINCIPAL PAID:	100.00
INTEREST PAID:	.00
ADJUSTMENTS:	.00
DISC TAKEN:	.00

Payment Coupon	
ACCOUNT INFORMATION	
Account Name:	City of Wasco
CID-Account Number:	12345-01234567890
Invoice Number:	987654
Service Address:	764 E Street
Service Period:	01/15/2019 to 02/15/2019
Billing Date:	03/01/2020
Due Date:	03/20/2020
City of Wasco 764 E Street Wasco, CA 93280-2784	
AMOUNT DUE	
TOTAL AMOUNT DUE:	80.50
AMOUNT ENCLOSED	
REMIT PAYMENT TO:	
Check No. _____	
CITY OF WASCO PO BOX 612800 SAN JOSE, CA 95161-2800	

- If you are in need of your **FULL** "CID-Account Number" please email requests at isperez@ci.wasco.ca.us
- Establishing New Utility Services:
 - Please email requests at isperez@ci.wasco.ca.us
 - Utility Applications are available online at: <http://www.ci.wasco.ca.us/wp-content/uploads/2012/10/Utility-Application1.pdf>.
 - Utility Applications must be completed and emailed to the City with proof of ownership or a copy of your lease agreement and Drivers' License. **A refundable deposit may be required.**
- **Discontinue Utility Service or Make Payment Arrangements**
 - Please email requests at isperez@ci.wasco.ca.us
- **Paying for Other City Permits, Citations or Services**
 - These services will be placed on hold until further notice
- **Obtaining a New Business License Application or Dog License Application**
 - These services will be placed on hold until further notice

Dial-A-Ride

- For the protection of the public as well as the City employees, the Dial-A-Ride services were suspended on *Wednesday, March 18, 2020* until further notice.

Public Works Department

Public Works Main Office:

- Closed- March 18, 2020 until further notice
- For Public Works concerns, email Biridiana Bishop at bibishop@ci.wasco.ca.us

Water Department:

- Normal Operation
- If your meter is located on your private property and inaccessible to our employees, it will not be read.
- You will be billed based on an estimate. Once our team is able to obtain a read, you will be billed on the usage.
- No water services will be turned off during this period.

Waste Water Department:

- Normal Operation
- Please do not flush baby wipes, rags, napkins, disposable diapers, feminine products, paper towels, tissues, plastic bags, food, disposable gloves or dental floss down the toilet. This will prevent sewage backups, sewer overflows and surface contamination.

Sanitation Department:

- **Modified schedule for green waste:**
 - If your waste is scheduled for pick up on Thursday it will be picked up Wednesday.
 - If it is scheduled for pick up Friday, it will be picked up Thursday.
- **Modified schedule for regularly scheduled 5-day pick up:**
 - Trash will only be picked up Monday – Thursday
- There will be no impact to residential solid waste pick up.

Streets Department:

- Operations cease effective Friday, March 20, 2020

Wasco Animal Shelter:

- Closed to the public effective Wednesday, March 18, 2020
 - No adoptions until further notice
 - Will not accept animal surrenders until further notice
 - Not be accepting new volunteers until further notice.
- The Animal Control Officers will only respond to calls related to Health and Safety.

City Hall: City Manager's Office/City Clerk's

- Wasco City Hall Office Closed to the public.
- Public Records Requests and City Claims
 - Online at <http://www.ci.wasco.ca.us/city-departments/city-clerk-2/>
- **These documents can be sent as listed below:**
 - Via Email: cityclerk@ci.wasco.ca.us
 - Fax Number: 661-758-5411
 - Outside Mail Box located at 746 8th street.

Building Department

- All non-emergency building inspections will be suspended until further notice.
- Inspections on new housing units and existing commercial projects with open permits may be made at the discretion of the inspector.
- The Department will not be accepting any new permit applications at this time.

Code Compliance Department

- All non-emergency compliance inspections will be suspended until further notice.
- For questions or concerns, you may contact the Code Compliance Department segonzalez@ci.wasco.ca.us or chtovar@ci.wasco.ca.us

Planning Department

- The Planning Department will not be accepting any new permit applications at this time.
- For questions or concerns, you may contact the Planning Department kecobb@ci.wasco.ca.us