



City of Wasco Coronavirus COVID-19 Response

The City of Wasco continues to monitor the on-going Coronavirus pandemic. The situation is very challenging and unprecedented to residents, city employees, schools, churches, and businesses in Wasco. We are actively staying informed and communicating with our partners at Kern County, neighboring cities, and State and Federal resources. We are committed to keeping our citizens informed and limit the exposure wherever possible.

All citizens and visitors to the City of Wasco are encouraged to actively stay engaged in monitoring the ongoing issue, use good hygiene, and begin to reasonably prepare for potential impacts.

The City has limited resources available and as the situation evolves and extends into a prolonged period, the City may not be able to maintain certain services. After careful consideration and to ensure the safety of City of Wasco residents and employees during the state of emergency declared by Governor Newsom, and ensure crucial city services may be maintained, the following details service and operational changes that may impact residents **effective Wednesday March 18, 2020**. These changes may be modified as the situation evolves.

- **All Utility bills normally due on the March 20th will now be due by Monday March 30, 2020.**
 - **To Make Payment Arrangements Please call (661) 758-7230**

Finance Department

- **Paying a Utility Bill** - Utility bills can be paid in a number of different ways:
 - Pay on-line at <http://www.ci.wasco.ca.us/>. Click on the button that says "Pay Utility Bill"
 - Pay by phone with a credit card by calling **(661) 758-7230**.
 - Drop payment in the form of personal check, Money Order or Cashier's Check in the drop box out in front of our office during business hours using supplied envelope or if being mailed send payment to City of Wasco, 764 E Street, Wasco, CA 93280
- **DO NOT SEND CASH. AT THIS TIME, THE CITY IS UNABLE TO PROVIDE A RECEIPT FOR CASH PAYMENTS.**
- **Establishing New Utility Services:** Please call in advance.
 - Utility Applications are available online at: <http://www.ci.wasco.ca.us/wp-content/uploads/2012/10/Utility-Application1.pdf>.
 - Utility Application must be completed and returned to the City with proof of ownership or a copy of your lease agreement and Drivers' License to: City of Wasco, 764 E Street, Wasco, CA 93280. **A refundable deposit may be required.**
 - Limited appointments may be made by contacting our office.
- **Discontinue Utility Service or Make Payment Arrangements**
 - Please call **(661) 758-7230**
- **Paying for Other City Permits, Citations or Services**
 - Send payment in the form of personal check, Money Order or Cashier's Check to City of Wasco, 764 E Street, Wasco, CA 93280:
- **Obtaining a New Business License Application or Dog License Application**

New business license applications may be obtained on the City's Website at <http://www.ci.wasco.ca.us/city-departments/finance-department/> . Click on the "Business License Application 2020" link under "Other Documents and Resources". Completed applications may be e-mailed to movasquez@ci.wasco.ca.us or returned to City of Wasco, 764 E Street, Wasco, CA 93280.

- No Dog Licenses are being issued at this time until further notice.

Dial-A-Ride

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

Public Works Department

- Public Works Main Office:
 - Limited operation.
 - For the protection of the public as well as the Public Works Employees, the Public Works Main Office will be closed to the public beginning Wednesday March 18, 2020 until restrictions have been lifted.
 - Public Works Staff may be available on limited basis
 - Can contacted at **(661) 758-7271** or email 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, 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:
 - Normal Operation. Trash will continue to be picked up on your scheduled pick up day.
- Streets Department:
 - The City of Wasco will continue to issue the following permits (**Online Only**):
 - *Encroachment Permits*
 - *Construction Water Meter Permits*
 - *Oversized Load Permits*
 - To submit permits: https://public.mygov.us/wasco_ca/

- The City of Wasco **will not** issue permits for the following:
 - *Neighborhood Block Party*

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.
- Owners and Rescues will still be able to pick up animals from the shelter with an appointment only.

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

- Wasco City Hall Office Closed to the public. Staff may be reached by calling **(661) 758-7214**.
- Submitting or delivering documentation such as Public Records Requests, City Claims, and Mail will be impacted
 - The materials can also be found 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.

If you have any question please contact the City Hall Office at **(661) 758-7214**

Building Department

- All non-essential interior building inspections in occupied structures and businesses will be suspended or handled on a case by case basis until further notice. The Building Department will resume these inspections when the current COVID-19 state of emergency has passed.
- The Building Department asks that any non-critical permit inspections be postponed until April 14, at the earliest, due to the COVID-19 health crisis. Inspections will be scheduled by phone only. To schedule an inspection, please call **(661) 758-7250**.
- The Department will not be accepting any new permit applications at this time.

Code Compliance Department

- **All non-life-safety interior complaint inspections will be suspended until further notice.**
- Exterior complaint inspections will be conducted on a case by case basis at the discretion of the inspecting officer.
- For questions or concerns, you may contact the Code Compliance Department at **(661) 758-7213** or segonzalez@ci.wasco.ca.us or chtovar@ci.wasco.ca.us

Planning Department

- The Planning Department will be available for questions and consultations via phone, e-mail. You may contact the department at **(661) 758-7206** or vmurillo@ci.wasco.ca.us or kecobb@ci.wasco.ca.us

Department Event Cancellations or Postponements

Community Breakfast – April 1, 2020 – Canceled

Community Clean-up – Postponed