



## City of Wasco

### Coronavirus COVID-19 Response Update

April 6, 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, April 6, 2020**. Changes are preceded with an asterisk symbol "\*\*\*". Changes may continue to be modified as the situation evolves.

#### Finance Department

- Closed to the public on March 18, 2020 until further notice
  - \*\*Main phone line will be manned during normal business days/hours
  
- **Paying a Utility Bill –**
  - Pay on-line at <https://www.cityofwasco.org/267/Pay-Utility-Bill-Online>.
    - Instructions to pay utility bills will be available on our website and hard copies will be available outside the Finance office.
  - \*\*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.**

- 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  
TIME: 17:02  
CLERK:

CITY OF WASCO

RECPT#: 0123456  
TP/YR: UB/2020  
BILL: 12345  
EFF DT: 03/18/20  
UB Acct #: 01234567890

PREV BAL: .00  
AMT PAID: 100.00  
ADJUST: .00  
BAL DUE: -100.00

-----TOTALS-----

PRINCIPAL PAID: 100.00  
INTEREST PAID: .00  
ADJUSTMENTS: .00  
DISC TAKEN: .00

**Payment Coupon**

**AMOUNT DUE**  
TOTAL AMOUNT DUE: 80.50

**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

**AMOUNT ENCLOSED**  
REMIT PAYMENT TO:

Check No. \_\_\_\_\_

City of Wasco  
764 E Street  
Wasco, CA 93280-2784

CITY OF WASCO  
PO BOX 612800  
SAN JOSE CA 95161-2800

- If you need your **FULL** "CID-Account Number" please email requests at [isperez@ci.wasco.ca.us](mailto:isperez@ci.wasco.ca.us)
- Establishing New Utility Services:
  - Please email requests at [isperez@ci.wasco.ca.us](mailto:isperez@ci.wasco.ca.us)
  - Utility Applications are available online at: <https://www.cityofwasco.org/DocumentCenter/View/335/Utility-Application-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](mailto: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 to the public on March 18, 2020 until further notice
  - \*\*Main phone line will be manned during normal business days/hours

### **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 on March 18, 2020 until further notice.
  - \*\*Main phone line will be manned during normal business days/hours
- Public Records Requests and City Claims
  - Online at <https://www.cityofwasco.org/221/City-Clerk>
- **These documents can be sent as listed below:**
  - Via Email: [cityclerk@ci.wasco.ca.us](mailto:cityclerk@ci.wasco.ca.us)
  - Fax Number: 661-758-5411
  - Outside Mail Box located at 746 8<sup>th</sup> street.

## Building Department

\*\*Per guidance issued March 25, 2020

- If you have an existing open building permit, the City will be providing building inspections services as follows:
  - Residential Inspections – Tuesdays Only  
Inspections on open residential building permits including residential solar permits will be made on Tuesdays only. To schedule an inspection, please call Rafael Villareal at 661-699-9463 by no later than 5:00pm the Monday before you wish to schedule a Tuesday inspection. Please leave your name, the address and permit number of the job being inspected on his voicemail. You will not receive a confirmation call.
  - Commercial Inspections – Thursdays Only  
Inspections on open commercial building permits will be made on Thursdays only. To schedule an inspection, please call Marlo Glaser at 661-758-7225 by the Wednesday before you wish to schedule the inspection. Please leave your name, the address and permit number of the job being inspected on his voicemail. You will not receive a confirmation call.
- For your safety and the safety of our inspectors, our inspectors will not enter any occupied structures and will be practicing social distancing. Interior inspections in occupied structures may be made remotely via digital technology. Please arrange this with your inspector in advance if you have an interior inspection in an occupied structure that needs to be made.

## 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 [segonzalezjr@ci.wasco.ca.us](mailto:segonzalezjr@ci.wasco.ca.us) or [chtovar@ci.wasco.ca.us](mailto:chtovar@ci.wasco.ca.us)

## Planning Department

- The Planning Department will not be accepting any new permit applications at this time.
- \*\*If you have specific questions regarding how the Department is currently operating and what services are being provided, please contact Keri Cobb at 661-758-7211 or

[kecobb@ci.wasco.ca.us](mailto:kecobb@ci.wasco.ca.us)