



WATER & WASTEWATER UTILITY PAYMENT COVID-19 - CUSTOMER MESSAGE City of Woodland Park

◆ UTILITY (Water & Wastewater) PAYMENTS ◆ WATER DISCONNECTIONS

The City of Woodland Park's number one priority is to provide safe and reliable service to customers, and ensure the health and safety of City employees and their families.

THANK YOU FOR YOUR HELP as the City continues to address the COVID-19 Virus pandemic and its impacts to individuals, families and businesses in the City of Woodland Park.

For those utility customers having **DIFFICULTY MAKING WATER / WASTEWATER UTILITY PAYMENTS** - the City is offering a two-month deferment for payment on utility bills.

The intent is to provide some relief during the COVID-19 pandemic by suspending your payment obligation for two months. This is being done on a case-by-case basis.

What do you need to do? Please **communicate right away** with the Utility Billing Team:

- Call (719) 686-9680 or e-mail utilitybilling@cityofwp.net to discuss the two-month deferment option, other available payment options and plans, or for questions about your utility bill.

All other customers, please continue paying your Water / Wastewater Utility bills through one of the following options:

- **Phone**: (719) 686-9680
- **Drop-off** in drop box slot at the front door of City Hall, 220 W. South Avenue
- **Postal mail** to: City of Woodland Park, P.O. Box 5830, Woodland Park, CO 80866
- **On-line** at <https://www.xpressbillpay.com/#/?org=woodlandpark10247xbp> - use the account number located at the bottom left of your utility bill

REMINDER - UNTIL FURTHER NOTICE:

DISCONNECTIONS: Water service disconnections are suspended.

CLOSURES: All city utility facilities are CLOSED TO THE PUBLIC.