



***NOTE: As a precautionary measure, we are temporarily closing our office to the public effective Thursday, March 19, 2020. We ask that our customers and contractors use the many online and telephone options for doing business.***

The City of Eagle Point's highest priority is keeping our employees, customers, and contractor/vendors safe amid concerns about the spread of coronavirus (COVID-19). We recognize that the service we provide to the City is important and we are working hard to maintain critical services.

Options for alternative service include:

1. Water bills and Municipal Court payments can be paid online at [www.cityofeaglepoint.org/157/Billing-Payment-Options](http://www.cityofeaglepoint.org/157/Billing-Payment-Options) or call 1-855-279-3201 to pay utilities by phone. **Note: All processing fees are being waived at this time for online or phone payments.**
2. Utility Billing, Utility Service & Public Works call **541-826-4212**
3. Call 541-826-4212 or visit the online staff directory at [www.cityofeaglepoint.org/directory.aspx](http://www.cityofeaglepoint.org/directory.aspx) for other business.
4. For Building, Planning, Development or Municipal Court call **541-538-5130**.

Our employees will not be visiting homes or businesses as part of their work activities at this time.

Customers are still responsible for water charges and should continue to pay their bill.

The City will continue to have after hours on call staff available for emergent situations. To report a problem with the water system or a leak please call Non-Emergency dispatch at **541-776-7206**.

We are committed and working hard to maintain the level of service you have come to expect from our staff, and have taken several steps to help mitigate against possible adverse impact within our organization as well, including restricting meetings to telephone and disinfecting office areas multiple times per day.

This is a precaution to keep our employees, customers and contractors safe and healthy. It is unclear how long this restriction will remain in place, but we will continue to reevaluate and communicate as the situation evolves.

**Thank you for the understanding and cooperation during this challenging time.**