



March 18, 2020

City of Portola, CA News Release

(530) 832.4216

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A Notice to all City of Portola Residents

For Immediate Release

PORTOLA, California – Continuing essential governmental and community services while also maintaining the safest environment for employees and customers during the COVID-19 outbreak is our highest priority. The following is important information we feel you need to know.

1. The essential services of water, wastewater, and snow removal services will continue. The City's main focus is to ensure these essential services remain functioning.
2. City Hall will temporarily be closing to the general public. Appointments may be made for urgent matters only. There will be a station at the entrance of City Hall for customers to utilize the drop box. Payments can also be made online. This is in accordance with social distancing recommendations by the CDC and California Dept. of Public Health. City employees will still be working at City Hall and will be available by phone.
3. Due to the uncertainty surrounding this pandemic, we want to ensure that everyone is able to follow hygienic safety measures to combat this virus. With that in mind, we have *temporarily suspended water shut-offs* due to an inability to pay. The City understands that people may be facing financial challenges right now. We will also be *waiving assessment of penalties in the month of March*.
4. We ask that all residential water and wastewater (sewer) customers **PLEASE DO NOT FLUSH WIPES, RAGS, OR ANY PRODUCTS OTHER THAN TOILET PAPER**, down the toilets. These materials cause blockages in the sewer system which results in backups causing unsanitary conditions. If you must use items other than toilet paper please dispose of properly. The City will not be assisting anyone with a sewer backup on their property and will be held harmless against any and all claims for the same.
5. We are asking all City of Portola Residents and Utility Billing Customers to self-assess using the following questions:
 - Have you, someone living in your household, someone with you, someone you have been in close or frequent contact with, or someone you are caring for been diagnosed with COVID-19 (Coronavirus) or had any contact with a confirmed case of COVID-19?
 - In the last 14 days, have you, someone living in your household, or someone with you have been in close or frequent contact with, or someone you are caring for returned from, or made a travel connection through a CDC Level 2 or Level 3 country or State Department Level 3 or Level 4 country, for example, China, Korea, Japan, the European Union, or Iran?
 - Do you currently have, or have you had within the last 24 hours, any cold or flu symptoms, including a fever greater than 100.4, shortness of breath, body aches and coughing?

If the answer to **all of these** question is “NO”, please call City Hall at (530) 832-4216 to make an appointment for *urgent matters only*. To make a payment please utilize our drop box located at the main entrance or go online to www.ci.portola.ca.us to utilize our online payment system.

If any of the answers to the questions is “YES”, please call (530) 832-4216 so we may assist you through other means besides face-to-face.

We appreciate your patience and understanding as we all work together to minimize the impacts and spread of COVID-19. We will continue to advise and update you as information becomes available.