



## Media Release

THE CORPORATION OF THE CITY OF VERNON  
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FOR IMMEDIATE RELEASE

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### **COVID-19 update: Additional safety measures implemented for Q1 utility bill payments**

First quarter utility bills have been distributed to all City of Vernon utility customers. City Hall remains open to the public and cashiers are available to assist with collecting payments. However, to reduce in-person transactions and promote physical distancing, the City is encouraging everyone to pay through their financial institution, if possible.

If customers need to make payments in-person, we also request that cheque or Interac be used instead of cash and coin, if possible, to reduce touch points with high contact objects and help contain the spread of COVID-19.

If customers have questions about their utility bill, they are encouraged to call one of our Utility Clerks at 250-545-1361 or email [covutil@vernon.ca](mailto:covutil@vernon.ca).

### **Additional physical distancing measures at City Hall**

The City anticipates an increased number of people will need to visit City Hall for the next while, so additional physical distancing measures have been put in place to limit the number of people in the reception and cashier area of the building to protect our visitors and employees.

Until further notice, if you need to visit City Hall, please stand outside the front entrance doors and wait for the yellow light to flash (photo below). This will indicate you can proceed inside. Prior to entering reception, please use the portable handwashing station on site.

A row of pylons along the north wall of the entrance indicate a 2m distance between individuals waiting to enter City Hall. In the case of rain or extreme heat, tents will be set up to protect visitors from inclement weather.

Staff have been asked to use a separate staff entrance to access City Hall.

We appreciate your assistance with this matter to help keep yourself, our staff and our community safe during the current public health emergency.



### **Council waives Q1 utility bill interest**

As a reminder, Council has waived interest charges for the first quarterly utility billing period (which runs January to March 2020), to ease the financial burden on citizens and businesses during this difficult time.

Normally, the due date for the first quarter bill would be mid-May, after which any unpaid balance would be subject to interest charges. However, the waiving of interest charges for this period will provide more time for customers to pay their bill if they need it.

Any unpaid balance from the Q4 utility bill in 2019 is still subject to interest.

If you are sick, have been around someone who is sick, or have returned to Canada within the last 14 days, please do not enter a City facility.

### **Online City services**

Council and Administration are encouraging residents to use online services, [telephone calls, or email](#) to contact City staff whenever possible. Online City services include:

- [MyCity](#) – view your City accounts and obtain past bills (property taxes, utilities, business licenses) online 24/7
- [eBilling](#) - receive your quarterly utility bill electronically
- Paying for [business license](#)
- Paying for [municipal tickets](#)
- [Ticket appeal and dispute](#)
- [Business license search](#)
- [Address changes](#)