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CITY OF VALLEJO ANNOUNCES MORATORIUM ON CUSTOMER SHUTOFFS FOR NONPAYMENT

VALLEJO, CA – The City of Vallejo announced today that due to the COVID-19 Coronavirus pandemic, it has temporarily suspended shutting off customer's water service for non-payment, effective immediately. This suspension will apply to both residential and commercial customers, and will remain in effect through March 31, when the City will reevaluate the situation.

The City of Vallejo takes the health and safety of our community very seriously. As we continue our efforts to stop the spread of the COVID-19, it is important that everyone in Vallejo have access to clean water. Water bills will still need to be paid on time to avoid late fees, even though water service disconnections will be temporarily suspended.

To further support customers who may be impacted by the pandemic, the City of Vallejo will allow customers alternative payment plans who indicate either an impact or hardship as a result of COVID-19.

Customers who need to pay bills and are sick, or experiencing symptoms, are being asked to utilize other payment options such as [online](#) or by phone at (707) 648-5400.

As part of these precautions to protect essential staff, the City's in-person billing and collection counter, temporarily relocated to the Housing Division, at 200 Georgia Street, will be open from 8:30 a.m. – 12:00 p.m. (noon), Monday through Friday. Outside of these hours, the counter will be closed until further notice. Bills can still be paid online, by mail, by phone, and through the payment drop box located on the 2nd floor outside of City Hall.

The City is monitoring the [Centers for Disease Control and Prevention](#) and [World Health Organization](#) for updates related to the virus. The city is committed to continue addressing customer service needs, and is providing regular updates on the situation at cityofvallejo.net/NCOV.

Vallejo-operated drinking water service continues normally. The City's water treatment plants are designed to remove and inactivate pathogens including viruses and bacteria. Additionally, we maintain a consistent level of disinfectant in the distribution pipes to ensure the water stays safe as it travels to your home. During these times of concern, your Vallejo drinking water is one less thing to worry about.

Customers with questions about their water bill should call the City of Vallejo's Water Billing team at (707) 648-4345, which is also listed on monthly bills and the City's [website](#).

About City of Vallejo

The City of Vallejo, California is located in the Bay Area. The City serves a population nearly 122,000 people with a full service operation that includes police, fire, water, community planning, public works and related professional administrative services. The city is home to a wealth of culture, attractions and events from the popular theme park Six Flags Discovery Kingdom, to museums, parks, music venues, art galleries and theaters. One of the great small towns of Northern California, Vallejo's residents, businesses and City Council are working together to help make Vallejo a safe and clean place to live, work and to enjoy all the attractions and events.

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