



## **Policy for Utility Handbook COVID-19 Response**

**Effective Date: 3/23/2020**

**Utility Policy #1002 Rev. 0**

**PURPOSE:** This policy is to establish and maintain internal control of actions for supplemental support to the Utility Handbook during the COVID-19 response.

**DEFINITION:** *Normal Business Operations is defined as when the City of Cocoa goes back to normal business hours and City Hall opens to the public, in conjunction with Executive Order 91 issued by the Governor of Florida, effective May 1, 2020, or any extension to this date.*

### **POLICY:**

#### **Walk-in customers**

Effective March 23, 2020, the lobby of City Hall will be closed to the public for the duration of the COVID-19 response. Requests for utility service can be made by phone, fax, e-mail, USPS mail, or by dropbox on the west side of the building.

#### **Payments**

Effective March 23, 2020, cash payments will temporarily be accepted through the dropbox on the south side of the City Hall building. All other payment channels such as mail, ACH drafting, electronic checks, online, IVR, over the phone, or through the dropbox will continue to operate as normal.

#### **Payment Plans**

Effective Monday, April 20, 2020, outbound calls will be made to all delinquent accounts to educate and offer a payment extension or a payment plan that is customizable to the customer's needs. There will be a payment plan message on all utility bills Starting April 1, 2020, and for one customer billing cycle after normal business operations resume.

#### **Delinquency Processing**

Effective March 23, 2020, accounts will not be processed for delinquency fees, nor will they be shut off. The only exception to this would be accounts with repetitive theft of service or illegal connections. Once normal business operations resume, one customer billing cycle will occur prior to resuming delinquency processing.

#### **Late Fees**

Effective March 23, 2020, late fees will not be assessed on any utility account for the duration of the COVID-19 crisis. This includes late fees for the City of Cocoa, City of Cocoa Beach, and Cape Canaveral. Once normal business operations resume, one customer billing cycle will occur prior to resuming late fees. Late fees will only be assessed on accounts that do not have a payment plan in place.