

For Immediate Release



PRESS RELEASE

Media Contact:

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March 14, 2020

POMONA, CA – On Friday, March 13th, in the interest of preserving the health and safety of our employees and the public and under emergency authority granted by the City Council, the City Manager ordered closure of all City facilities to the public, until further notice. The City understands that residents and stakeholders have questions regarding how to continue conduct of business with the City, in light of this action. City staff will continue

Public Safety:

- Emergency response services remain fully staffed and operational
- In the event of an emergency, dial **911**. For non-emergency matters, contact Pomona Police Department Dispatch at **909-622-1241**

Billing:

Payments for water/sewer/refuse bills can be made by using one of the following methods:

- Mail to City of Pomona, PO Box 51481, Ontario, CA 91761
- Place in drop box in the east parking lot of City Hall; Please only submit check or money order payments
- Pay online at <http://www.ci.pomona.ca.us/index.php/revenue/utility-billing/pay-utility-bill>
- Call **800-556-4919** to pay by debit/credit card
- City of Pomona has temporarily suspended all Utility customer shutoffs for delinquent and/or non-payment, and for those customers that cannot make a payment at City Hall. Please call **909-620-2241** to establish payment arrangements

Public Works and Utilities:

- Water and Sewer services remain fully operational
- Trash service schedules remain unchanged
- Maintenance and operations staff remain in the field, responding to calls for service.

Library and Community Centers:

- All Library and community programs are cancelled until further notice.
- Library materials may be returned at the book drops located on Garey Avenue and 7th Street adjacent to the Library
- Any late fees for materials deposited in the book drops will be waived

Permitting, Building & Safety and other Development Services:

- While closed to public contact, City Hall will be staffed during normal business hours Monday-Thursday from 7:30AM – 6:00PM
- Employees will be available to answer phones and respond to questions or concerns over the phone or via email

- Relevant contact numbers and emails can be located on the City's Website: <http://www.ci.pomona.ca.us/>

As the City of Pomona continues to be in contact with local public health officials regarding the COVID-19 pandemic, we will provide frequent updates as more information becomes available through additional press releases as well as our Website and social media outlets. We appreciate your patience, in advance, while the City identifies procedures and protocols for the continuance of business during this evolving situation.

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For media inquiries, please contact City of Pomona Deputy City Manager Mark Gluba at (909) 620-2448 or at mark_gluba@ci.pomona.ca.us.