



City of Webster City
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MEDIA RELEASE

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FOR IMMEDIATE RELEASE

Webster City Covid 19 response update

Effective immediately, the Utility Office will not be mailing out late payment notices, delivery of disconnect slips nor will we be disconnecting water or electric service for non-payment until further notice. In addition, the 1.5% penalty assessed for late payment will be waived until further notice.

The City is putting these procedures in place to help the residents and businesses that may be experiencing financial hardship due to the COVID-19 virus. It is important to note that the bill amounts are not being forgiven.

We are encouraging customers to call the Utility Office at 832-9141 if they are in a hardship to work with the office and to set up a payment plan.

Until further notice, the City is also limiting employee exposure and are not permitting them to enter homes unless an emergency.

We appreciate your patience while these necessary actions are taken to protect the health and safety of our citizens and staff which is critical to mitigating the spread of the Coronavirus.

If you have any questions or require any additional information, please contact:

Jeff Sheridan, City Manager at
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