

THOMAS G. SMITH, Mayor  
BARBARA PACE, Clerk  
BRAD A. PAPENBERG, Treasurer



CITY OFFICES:  
100 West Fourth Street  
Waterloo, Illinois 62298  
(618) 939-8600

## MEMO

TO: City of Waterloo Residents & Businesses  
FROM: City of Waterloo  
DATE: March 16, 2020  
RE: COVID-19

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We understand the critical role utilities play in your daily life and we are committed to helping you get through these difficult and unpredictable times of the Coronavirus pandemic.

Effective immediately, City of Waterloo is suspending all disconnections for non-payment for residential and business customers. We do encourage residents and business customers to make payments as they are able.

We will also waive the penalty for late payment for the bills that are due April 5, 2020.

We encourage citizens to use the drop boxes outside City Hall for payments.

Above all, we want you to know that the health and safety of our citizens and employees are a high priority and we are committed to continue providing safe and reliable services to all.

If you have a utility emergency, please call our Emergency line, 939-1000 at any time.

We will continue to monitor the situation, and will keep you posted of further actions.

If you have any questions or concerns regarding this communication, please call City Hall at 939-8600.