

NEWS RELEASE

City of Douglas

Damian Dorame

City Manager's Office

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(520) 417-7303

March 23, 2020

City Hall Closed – Services Still Provided to the Public

DOUGLAS, ARIZ. – March 23, 2020. Due to concerns over COVID-19, City Hall is closed to the general public until further notice. For financial services including utility (water) billing, business licenses, Southwest Gas kiosk payments and other City services, City staff is able to serve the public as follows:

- **Utility (Water) Payments** – Customers may pay with the following options:
 - Online – www.municipalonlinepayments.com/douglasaz. At this time the City has waived the \$2.50 processing fee
 - Phone – You may call our office to pay your bill via debit/credit at (520) 417-7334
 - Drop Box – Drop check/money order (no cash) at white and black drive through payment drop box located at corner of 9th Street and H Avenue
 - Mail – Check/money orders may be mailed to: City of Douglas, 425 E. 10th Street, Douglas AZ 85607
- **Start new water service or moving to new location** - Call our office (520) 417-7334
- **Business Licenses**
 - New business licenses may download application at www.douglasaz.gov/Business-Licenses. Remit license application and applicable documentation to Melissa.grijalva@douglasaz.gov
 - License Renewals may make payments over the phone via debit/credit card at (520) 417-7333 or may mail payments to: City of Douglas, 425 E. 10th Street, Douglas AZ 85607
- **Ambulance Payments** – Ambulance payments may be mailed to: City of Douglas, 425 E. 10th Street Douglas AZ 85607 or may call to 1-800-906-6552 to remit payment over the phone via debit/credit card
- **Park Ramada Permits** – **CANCELLED**
- **Yard Sale Permits** – **CANCELLED**
- **Southwest Gas Kiosk Payments** – Please call SW Gas customer service 1-877-860-6020

During this time the City utility billing office will not be charging penalty fees, turn off fees or performing water service shut offs. Please continue to keep up with your payment arrangements so that large balances do not accrue in your accounts. Although penalties and shut offs will not be charged, billing for service will remain the same and has to be paid. The City is committed to helping our utility customers and will be working with our customers to help during these uncertain times. For any questions about your bill, please call our utility billing office at (520) 417-7334.

Please note that while the city hall facility is closed to the public, we are open for business. A phone appointment or meeting may be scheduled through the numbers following:

Other City Hall Services/Offices Contact Information:

- City Clerk & Mayor & Council – 417-7302
- City Manager’s office – 417-7303
- City Utility Payments – 417-7334
- Development Services (Planner, Building Permits, Inspections) – 417-7314
- Finance – 417-7333
- Housing – 417-7385
- Human Resources – 417-7326

Phone numbers for other City Departments:

- Animal Shelter – 417-7567
- Aquatics & Recreation – 417-7346
- Cemetery – 417-7347
- Fire non-emergency – 417-7371
- Information Technology – 417-7701
- Library – 417-7352
- Police non-emergency – 417-7550
- Public Works – 417-7329
- Transit – 417-7400

The **white and black drop box** located on **9th street and H avenue** may be used to drop **paperwork for any City department**. Please make sure to place the paperwork in an envelope specifying who it is for.

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