



UPDATE March 17, 2020

March 17, 2020 - Update (City Offices & Buildings Closed to the Public from Wednesday, March 18 through Sunday, March 22, 2020)

- **City of Colonial Heights City offices and buildings will be closed to the public from Wednesday, March 18, 2020 through Sunday, March 22, 2020. City staff will be reporting to work on a more limited basis during this time, and City administrative hours will be modified to 9 a.m. to 4 p.m. for the remainder of the week.**
- The Colonial Heights Courthouse will be closed on Wednesday, March 18, 2020. For more information on court operations please visit the following website: <http://www.courts.state.va.us/main.htm>.
- **For assistance with City Services, please call City offices as listed on the City website, colonialheightsva.gov. City Departments will still be working (although some services are limited) and will be able to answer calls or respond to voicemails and emails.**
- For Recreation and Park Facility Closures/program cancellations visit <http://www.colonialheightsva.gov/AlertCenter.aspx?AID=200>

The following actions are being taken by the Colonial Heights Finance Department to ensure that our community, residents, and staff are being taken care of during this time of City Building Closures:

- Credit card fees are waived for online payments - residents are encouraged make payments online.
- The City has a drop box in the parking lot if citizens want to drop a payment off. It is emptied twice daily.
- New utility customers should provide information over the phone and email a copy of the lease, deed and driver's license to piotrowskid@colonialheightsva.gov. If a deposit is required residents should make it on-line and call back with confirmation number. We will continue to do this as long as necessary.
- Utility billing is processing new applications and terminations upon request via phone.

Tips from the CDC on How to Protect Yourself are available here: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>