



## CITY OF CARTERSVILLE - UPDATES REGARDING THE CORONAVIRUS:

- **CUSTOMER SERVICE FOR UTILITIES/SERVICES:** As of Monday, March 16th, Customer Service will not allow walk-in payments. Payments can be made online at <https://billpay.cityofcartersville.org/>. If payments need to be made using other forms of payment, or need to be delivered to the Customer Service office, the drop box in the drive through will be available 24/7. Staff will be operating the drive through window until further notice during regular hours.

Those needing new utility service can find the application at <https://www.cityofcartersville.org/DocumentCenter/View/3801/Utility-Application>. Once completed, it can be taken to the Customer Service drive through window or emailed to [paybill@cityofcartersville.org](mailto:paybill@cityofcartersville.org). For questions or concerns regarding this change, please call 770-387-5607.

- **PARKS & RECREATION:** Effective immediately, all Parks & Recreation sports programs and activities will be cancelled/postponed until further notice. This includes all tournaments, special events, gatherings and facility rentals that are scheduled. The department will reach out to those that have rentals scheduled and refund the payments related to those events. For more information regarding Parks & Recreation, please call 770-387-5626.
- **UTILITIES AND OTHER CITY SERVICES:** At this time, utilities and Public Works have no changes being made; however, we are working hard to create a plan in the event the workforce is reduced in the coming weeks. We will keep the public posted if services like trash/recycling schedules must be adjusted, or if any additional changes need to be made.
- **PUBLIC ACCESS:** We will be limiting access to all city buildings that are not necessary for public access.
- **THE WELCOME CENTER:** The DDA Welcome Center will be closed March 16<sup>th</sup> through March 23<sup>rd</sup>. Additional closures for the Welcome Center may be added.
- **MUNICIPAL COURT:** Court will be postponed until April 13<sup>th</sup>. Future dates will be reassessed. For questions regarding Municipal Court, please call 770-607-6307.

This is a time of concern in our community. We apologize for any inconveniences this may cause our customers and citizens. We will post any updates regarding service changes here.