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FOR IMMEDIATE RELEASE

Press Release #

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Additional City Departments Closing to the Public

Beginning on March 23

SEGUIN, Texas – In an effort to limit public contact during the COVID-19 public health emergency, the following City departments & offices will be closed beginning Monday, March 23, and will remain closed until further notice:

- The **Animal Services Center** is closed to the public. Animal adoptions and reclaims available by appointment only. The Center will be closed on Saturdays beginning March 28 until further notice.

 - The **Seguin Convention & Visitors Bureau** (Visitors Center) will be closed until further notice. Open for appointments only by calling 830-401-0810. Visitor Information can be found in the racks on the outside of the Visitor Center at 116 North Camp Street.

 - The **Development Services Center** will close to the public beginning Monday, March 23 until further notice.
 - Customers can access services and resources remotely via the City's website, www.seguintexas.gov by clicking on the Planning/Codes webpage. A staff directory is available on the Planning/Codes webpage.
 - A customer service representative will be available at 830-386-2230 to direct calls to staff, answer questions, and provide additional information about remote access to the department's services.
 - To schedule an appointment to meet with a staff member for services that cannot be provided remotely by phone, through e-mail or online, please call 830-386-2230.
 - Requirements for garage sale permits are being suspended until further notice.
- ** NOTE: The 2% credit card processing fees are being temporarily waived to better assist our customers make payments over the phone.**

- **Seguin Municipal Court** will be closed to the public until further notice.

Fines/payments can be made:

- Over the phone at 830-401-2325
- In the secure drop box located by the front door
- Online

**** NOTE: Service and convenience fees for online payments are being temporarily waived to better assist our customers**

- The **Sebastopol House** is closed until further notice.

The City's **Utility Billing Office (UBO)** will be closed to the public until further notice.

Customers can utilize the following bill pay options:

- Send payments by mail
- Pay at Utility Billing drive-thru window at City Hall
- Payments can be placed in the drop box located in the overflow parking lot across from City Hall on Mountain Street.
- Set up automatic bank drafts
- Pay online using the City Hub Customer portal at www.seguintexas.gov
- Pay over the phone by calling the Utility Billing Office at 830-401-2460

**** NOTE: Service and convenience** fees for online payments are being temporarily waived to better assist our customers

New Utility Service

During this time, customers needing to set up accounts for utility service can do so over the phone by calling 830-401-2460. Appointments can also be scheduled. Customers can also fill out a new service application online, scan it or take a photo of it and email it along with the required documentation (copy of lease/rental agreement or proof of ownership and copy of valid driver's license or Texas identification card) to utilitybilling@seguintexas.gov.

Deposits for new service can be made over the phone at 830-401-2460.

Disconnect/Payment Arrangements

All disconnects and late fees for non-payment of utility accounts are temporarily suspended. Based on the current COVID-19 situation, the City is willing to work with

customers on flexible payment arrangements based on their specific needs on a case by case basis. Customers can call 830-401-2460 for assistance.

Please visit the COVID-19 information page on the City's website for the most up-to-date information at <http://bit.ly/SeguinCOVID-19info>

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