



For More Information, Contact:

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COVID-19 Symptoms Observed in Utilities Department Employee

Utilities Department Office and City Hall to Close Temporarily

PASCAGOULA, MISSISSIPPI –

A City employee at the **Utilities Department** has shown symptoms of COVID-19.

As a precautionary measure for both the public and our employees, the Utilities Department office will, accordingly, be closed for the *next two weeks*. The Utilities Department will still be accessible via phone at **228-938-6633**.

With the *closure of the Pascagoula Utility office until April 6th*, we ask that you continue to use the *night drop* in front of the office to make your payments. We recommend using a check or a money order as your form of payment, not cash. You may *mail your payment* to PO Drawer 908 Pascagoula, MS 39567. You may also utilize the *online payment* service located on the city's website, cityofpascagoula.com. Once you have created your username and password, permissions will need to be applied by the utility office before payments can be submitted. This is done several times a day. Please allow up to 24 hours for your account to be readily available to pay online. If you need to know your balance, you may also access this information at the cityofpascagoula.com. You may also e-mail the Utility Department at ub@cityofpascagoula.com for more information. Please allow up to 24 hours for a response via e-mail.

There will no disconnections due to nonpayment for 60 days, as recommended by the Attorney General's office. We will resume disconnections due to nonpayment on May 14th. You will be held responsible for the bills accrued during this 60 day period. You will still need to make your monthly payments. If you should have a balance 30 or more days past due, after the 60 days of no lock offs, your service will be turned off for nonpayment. If your service is disconnected for nonpayment, you will have to remit your payment in full to have the service restored.