



Effective February 8, 2021, we will reopen our office for normal business operations. In order to protect and ensure the safety of our employees and the public we require customers entering the office to conform with the following:

- Do not enter our offices if you are sick with COVID-19 symptoms such as cough, shortness of breath, or fever;
- Wear face masks/coverings, while standing in line and when entering our office;
- Maintain social distancing by at least six feet from each other and our employees, except when standing at the counter and making your payment and speaking with our Customer Service Representatives;
- Follow tape lines on the ground and red posts to maintain a social distance of at least six feet;
- Follow any instructions of our employee who will be at the building entry assuring that masks are worn before entry, directing customers into the lobby as the line moves forward to an open payment station, and keeping customers at the appropriate social distance;
- Follow our employee's instructions at the building exit door; and
- Please use hand sanitizer provided at each payment station.

We encourage you to continue to mail your payment, use the convenient drop boxes located outside our office, use our third party payment service *Paymentus**, use your banking institution's bill pay service, or signup for Automatic Bill Payment through your banking institution. See the *How to Pay My Bill* tab under the Customer Service tab for more information on these services.

**There is a \$2.50 service charge by Paymentus.*