



As the world deals with COVID-19, here is some important information for you about city services and utilities at this time:

- **Utility late fees will be waived until May 31, 2020 and there will be no shut-offs for non-payment during this period.**

Due to limitations on travel, we strongly encourage utility customers to utilize one of the following convenient payment options:

- Sign up for Direct Pay with the City of Charlevoix. With this option, payments are automatically withdrawn from your checking or savings account each month at no additional cost to you. Go to <http://charlevoixmi.gov/189/Bill-Payment-Options> to download a PDF of the form.
- The City of Charlevoix has partnered with Payment Service Network (PSN) to provide you with easy, fast and secure options to pay your bills (small convenience fee applies) <https://www.paymentservicenetwork.com/Login.aspx?acc=RT18245>

Payment Assistance Programs:

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| • Michigan Department of Human Services | 231-348-1600 |
| • Northwest Michigan Community Action Agency | 231-347-9070 |
| • Third Day | 231-547-8040 |
| • Salvation Army | 231-347-3531 |
| • True North | 855-300-8013 |

For any other community service questions

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FOR EMERGENCIES CALL 911

Many city services are available on our website (www.charlevoixmi.gov) where you can also find contact information. At this time, City Hall and our offices are closed to the public due to Governor Whitmer's order. Staff are working on a limited and sometimes remote schedule.

Questions about COVID-19 and information about orders and directions from the state can be found by calling 1-888-535-6136 or visiting www.michigan.gov/coronavirus

A NOTICE FROM THE DEPARTMENT OF PUBLIC WORKS

PLEASE REMEMBER The only item, besides waste, you should be flushing down your toilet is toilet paper. Clorox wipes or other similar products should not be flushed as they cause back-ups in sewer pipes and cause issues at our treatment plant.