



**Victorville Municipal Utility Services**  
14343 Civic Drive • P.O. Box 5001 • Victorville, CA 92393-5001  
Phone: (760) 243-6340 • Fax: (760) 269-0039  
Email: [utilityservices@victorvilleca.gov](mailto:utilityservices@victorvilleca.gov)



## **NOTICE TO CUSTOMERS**

### **Coronavirus (COVID-19) Update**

March 19, 2020

#### **Temporary Suspension of Utility Shutoffs and Late Fees**

The City of Victorville is closely monitoring the coronavirus (COVID-19) situation, and we are in regular communication with Federal, State, County and local community partners.

As part of the City of Victorville Municipal Utility Services' (VMUS) commitment to steadfastly serve our customers, we will be temporarily suspending utility shutoffs and late fees for non-payment until further notice. This measure is in response to the COVID-19 pandemic that is having a significant financial impact on vulnerable families, individuals, and businesses alike. This measure is also consistent with the Governor's Executive Order N-28-20 and vision of Californians being able to access basic utilities. Essential services provided by the City, including electric and gas services for VMUS customers, will remain connected during this crisis. While customers will still be responsible to pay their bills, no one will be shutoff during the COVID-19 outbreak or until further notice.

To better manage our customer's electric and natural gas needs, it's important that VMUS have an accurate forecast of our customer's fuel needs. We understand that some of our customers may choose to modify their operations as part of their response to combat the spread of COVID-19. If you foresee a change in business operations that may significantly impact your electric or gas requirements during this time, please notify our office at (760) 243-6340 or [utilityservices@victorvilleca.gov](mailto:utilityservices@victorvilleca.gov).

#### **Remote/Online Customer Service Options**

Victorville City Hall and several of our City facilities are closed to public access effective March 16 – March 30 as a safety measure and to reduce potential spread of COVID-19. During this closure, City employees will continue to work and carry out the essential functions of our City such as public safety, city owned utilities, customer service and more.

VMUS has several options available to ensure our customers are safe and compliant with state mandated social distancing while paying your utility bills. We offer convenient options for you to conduct business with us and process transactions remotely such as online and by-phone payment options. Please consider using these systems:

- 24-Hour Access by Internet: [www.victorvilleca.gov/i-want-to-](http://www.victorvilleca.gov/i-want-to-)
- Utility Bill Pay-By-Phone (available 24/7): (760) 955-5001
- Pay your bill by dropping it off at City Hall and utilize our drop-box available at the double door entrance to City Hall. Staff will be monitoring the drop-box every hour for bill payment process.
- Bill Pay: this option is offered through your business or personal checking account. Please see the enclosed flyer for additional information.

#### **Keeping You Informed:**

The City of Victorville stands ready to make additional adjustments as necessary to do our part to help our community during this unprecedented time. Please visit our web page for continual updates and communications: [VictorvilleCA.gov/coronavirus](http://VictorvilleCA.gov/coronavirus).