



Where is My Water Bill?

And other hot-topic questions

On February 3rd, the City's computer system was the victim of a malware attack which disabled the billing system, including online and automatic bill-pay features. We are still in the process of restoring the system.

- **So what should I do in the meantime?**

We encourage our customers to continue to make a monthly payment in an amount equal to your normal monthly payment.

- **With the COVID-19 concerns, in what ways can I still make a payment?**

- 1) *You can mail a check to City Hall 202 N. Virginia St. Port Lavaca, TX 77979. Include your name, service address and/or your account number if known, so your account will be properly credited.*
- 2) *You can make a credit card payment by phoning City Hall at 361-552-9793.*
- 3) *You can drop your payment by check into the drop box located at City Hall on Railroad St.*
- 4) *The drive-thru window at City Hall remains open, but we ask customers to use this option as a last resort to minimize the chance of spreading COVID-19 with the handling of cash.*

- **I didn't realize my automatic bill-pay was not working or didn't know I should continue to pay without receiving a bill. Am I going to be charged a late fee or have my water cut off?**

No. There are no late fees being accessed or cut-offs for non-payment being performed at this time.

- **Will my automatic bill-pay start again once the system is up and running again?**

Unfortunately, the answer is No. In order to enroll again in the Direct Debit Program (i.e. automatic bill-pay), you will need to complete and submit a new Direct Debit Authorization Form. You may download a copy of this form at www.portlavaca.org. Please follow the directions on the form and mail it or drop it in the drop box at City Hall. Please feel free to call City Hall at 361-552-9793 with any questions about this.

- **Is the City still conducting it's election on May 2nd and does early voting still start on April 20?**

Yes. City Council considered this issue carefully and decided it was safer to conduct this election now at the single (1) location of City Hall than to move the election to November when it would be required to man and keep safe seven (7) polling places in conjunction with the County/National election.

- **When and where is early voting? When and where is election day?**

*Early voting will be at the north entrance to City Hall, 202 N. Virginia St. The schedule is as follows:
8:00 am to 5:00 pm on Mon. April 20, Wed. April 22, Fri. April 24, Mon. April 27 and Tues. April 28
7:00 am to 7:00 pm on Tues. April 21 and Thurs. 23; 9:00 am to 2:00 pm on Sat. April 25
Election day is on Saturday May 2nd at City Hall from 7:00 am to 7:00 pm.*

- **What is being done to keep the polling place safe considering the COVID-19 concerns?**

- 1) *The lobby at the north end of City Hall will be so arranged to provide for proper social distancing.*
- 2) *All of the election workers will be wearing a mask and the public should also wear a mask any time they are out in public, as recommended by the CDC.*
- 3) *Only two voters will be permitted inside the lobby at a time.*
- 4) *The two voting tables, the voting machine and pens will be wiped down with disinfectant after each use and hand sanitizer will be available at the door and throughout the lobby for use by the elections workers and the voters.*

- **How can I best keep informed of the status of this and other issues facing the City of Port Lavaca?**

- 1) *Follow us on Facebook for current news and updates and other things about your community.*
- 2) *We also keep important news posted on our website www.portlavaca.org.*
- 3) *City Council meets on the 2nd Monday of each month at 6:30 p.m. Currently, due to COVID-19 Stay-at-Home orders, we are meeting in an online format. The agenda and log on information is posted at the front door at City Hall as well as on the website.*
- 4) *You of course are always welcome to phone City Hall at 361-552-9793.*