

**POLICE & FIRE: Police and Fire Services will operate as usual.  
Please call 911 should you encounter an emergency.  
For non-emergency situations, please call 520-417-7550.**

To Our Residents,

On behalf of the entire City of Douglas team, I am reaching out to assure you that the safety and well-being of our citizens and our visitors remains our highest priority. We are closely monitoring the coronavirus (COVID-19) situation, including guidance from the Centers for Disease Control (CDC), the World Health Organization (WHO), The Governor's Office and Cochise County health authorities.

I would like to share a few updates that may be helpful if you are conducting business with the City while this situation continues to unfold.

First, we have put in place guidance for all our employees detailing how to protect against transmission of the virus, including hand-washing protocols and enhanced cleaning of high-touch areas in our local offices. We will continue monitoring coronavirus (COVID-19) updates and will respond accordingly based on the advice of public health authorities.

Second, I want to remind our customers of the various methods we have in place to interact with us online and over the phone. All customers have access to their water billing accounts through the customer portal on the City of Douglas website, [municipalonlinepayments.com/douglasaz](http://municipalonlinepayments.com/douglasaz), where they can review and manage their account and make online payments. All customers also have the option to make utility payments by mail or through the phone by calling (520) 417-7334, Monday-Friday 8am – 5pm. If you are to mail in your utility payments, please take steps to ensure that the payment is received on or before the 23<sup>rd</sup> of March. Additionally, you may also drop off your payment at the designated drive through drop box on the corner of 9<sup>th</sup> St and H Ave (South West corner of City Hall). If you have further questions about your water bill, you can reach our Customer Service team at (520) 417-7334, they are always happy to provide assistance.

For additional information about the coronavirus (COVID-19), please read the latest report from the Centers for Disease Control at [www.cdc.gov](http://www.cdc.gov), or [cochise.az.gov](http://cochise.az.gov).

We will keep you updated if there are any changes to our operations during this fluid situation and look forward to continuing to meet your connectivity needs.

Sincerely,



Mayor Robert Uribe  
City of Douglas