



**VILLAGE OF JOHNSON**  
Water & Light Department  
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## Update on Village Utility Operations During Covid-19 State of Emergency

Efforts to curb the spread of Covid-19 are impacting nearly every aspect of Americans' lives. Therefore, the Village wants to assure its residents and utility customers that it is taking prudent and responsible measures to maintain our ability to provide essential electric, water, and sewer services.

### Staff Availability

In order to protect the health of our office and field staff and in keeping with CDC recommendations, changes have been made to Village staffing.

- The Johnson Municipal Building is closed to the public until further notice. Some staff will be present during normal business hours (Monday-Friday 7:30 AM to 4:00 PM) to take phone calls, respond to emails, and answer questions.
- In order to protect the health of our field crew members, the Village field crew presence on-site daily will be reduced to the minimum needed to maintain operations. This staffing level intended to preserve the Village crew's ability to respond to an outage or emergency when needed. At this time, all outage and emergency response procedures are unchanged. Please use the following contacts to report a utility outage or emergency:
  - During business hours, please call 635-2611
  - Outside business hours, please call 1-844-287-6709

### Utility Billing & Payments

- The Village crew will complete the normal monthly meter reading needed to calculate customers' monthly electric, water, and sewer bills.
- We do not anticipate any changes to our billing process or schedule.
- Please make every effort to pay your utility bills as usual. If you are having trouble paying your utility bills, please call us so we can discuss payment options with you.
- With the Municipal Building being closed, in-person payments are not possible. These are the methods of bill payment currently available:
  - By Mail: Utilize the envelope provided and mail your payments
  - Drop Box: Cash and check payments can be put in the drop box near the main entrance to the Municipal Building. Make sure to place your payment in an envelope and include your name and account number.
  - By Phone: The Village can accept credit card payments over phone during normal business hours.
  - Online: The Village accepts credit card payments made online using the following link - <http://townofjohnson.com/documents/make-payment/>