



CITY OF FORT DODGE

819 1st Avenue South • Fort Dodge, Iowa 50501
Phone (515) 576-4551 • www.fortdodgeiowa.org

MEDIA RELEASE

MARCH 17, 2020

RE: CITY OFFICE CLOSURES

In efforts to reduce the risk of transmission of COVID-19, City of Fort Dodge leadership has made the decision to close all City offices to the public at **noon today, March 17, 2020 until further notice**. This is a rapidly evolving situation that we are closely monitoring. Please follow the City of Fort Dodge on social media for updates on the operating status of City Hall. Questions should be directed to (515) 576-4551, option 7 or communications@fortdodgeiowa.org.

For those who need to utilize common City services, please see the information below on how to access them. If something is not included, please contact the department directly. Essential City services including garbage and recycling pick up are not affected by this closure.

UTILITY PAYMENTS

A customer may pay their utility bill in any of the following ways:

- For your convenience, the City of Fort Dodge has two drop boxes for utility payments:
 - Drop slot in the alleyway directly behind City Hall, 819 1st Avenue South, Fort Dodge
 - Drop box by the customer service counter at Hy-Vee Food Store, located at the corner of 1st Avenue South and South 29th Street, Fort Dodge
- By automatic bank deduction on the actual due date - complete the ACH form and return with a voided check via mail, fax ((515) 573-7158) or drop box to the Utility Billing office to have your payment deducted from your account automatically each month. The ACH form can be found online at www.fortdodgeiowa.org > Your Government > Utility Billing
- By check or money order mailed to City of Fort Dodge, 819 1st Avenue South, Fort Dodge, Iowa 50501.
- Online bill pay on the City website www.fortdodgeiowa.org. Step by step instructions can be found on the last page. *Please select option A) Utility Payments from the drop down. Be sure to have your account number and service address.*

Customers wishing to pay their bills with cash should utilize the drop slot behind City Hall. A receipt will be mailed to the customer and any change applied to the next month's utility bill.

ESTABLISHING/CANCELLING WATER SERVICE

Please call us at (515) 573-7156 to provide the needed information to start or stop service. We are asking that you contact us at least 24 hours prior to the necessary date.

PARKING TICKETS

A customer may pay their parking tickets in any of the following ways:

- For your convenience, the City of Fort Dodge has several drop boxes for parking ticket payments:
 - Drop slot in the alleyway directly behind City Hall, 819 1st Avenue South, Fort Dodge
 - Drop box by the customer service counter at Hy-Vee Food Store, located at the corner of 1st Avenue South and South 29th Street, Fort Dodge
 - Any of the red boxes along the parking downtown
- By check or money order mailed in the yellow ticket envelope.
- Online bill pay on the City website www.fortdodgeiowa.org. Step by step instructions can be found on the last page. *Please select option G) Parking Tickets from the drop down. Be sure to have your parking ticket number and license plate number.*

PARKING PASSES

Please contact Carly at cmeier@fortdodgeiowa.org or (515) 573-7156 to make arrangements to purchase a parking pass.

ANIMAL LICENSES

To obtain an animal license, please complete and return the **CITY OF FORT DODGE ANIMAL LICENSE** application with a copy of the rabies certificate, proof of spay/neuter and applicable payment.

A customer may return this information in one of two ways:

- For your convenience, the City of Fort Dodge has two drop boxes:
 - Drop slot in the alleyway directly behind City Hall, 819 1st Avenue South, Fort Dodge
 - Drop box by the customer service counter at Hy-Vee Food Store, located at the corner of 1st Avenue South and South 29th Street, Fort Dodge
- By check or money order mailed to City of Fort Dodge, 819 1st Avenue South, Fort Dodge, Iowa 50501.

Your pet license will be returned to you via mail within 7-14 days.

TAX OFFSETS

Individuals who have received a letter regarding income tax offsets can make a payment to release the offset in the following ways:

- For your convenience, the City of Fort Dodge has two drop boxes for utility payments:
 - Drop slot in the alleyway directly behind City Hall, 819 1st Avenue South, Fort Dodge
 - Drop box by the customer service counter at Hy-Vee Food Store, located at the corner of 1st Avenue South and South 29th Street, Fort Dodge
- By check or money order mailed to City of Fort Dodge, 819 1st Avenue South, Fort Dodge, Iowa 50501
- Online bill pay on the City website www.fortdodgeiowa.org. Step by step instructions can be found on the last page. *Please select option F) Misc from the drop down. Be sure to use the customer name on the letter and tell us what the item payment is for.*

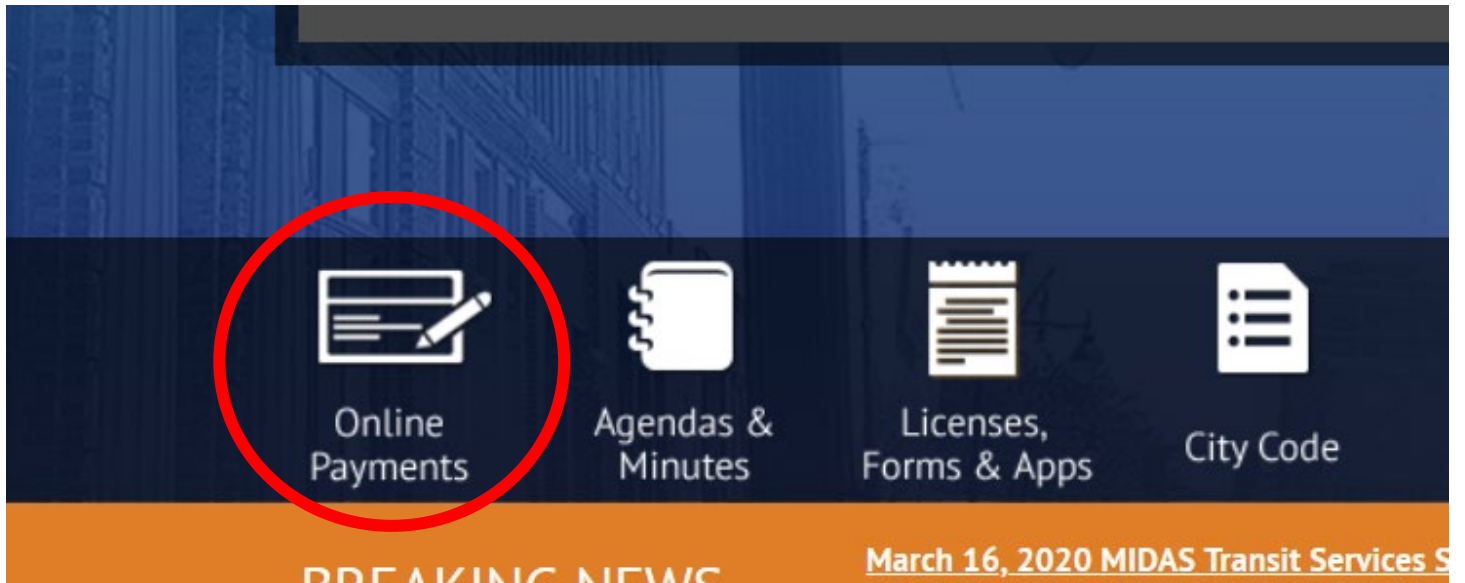
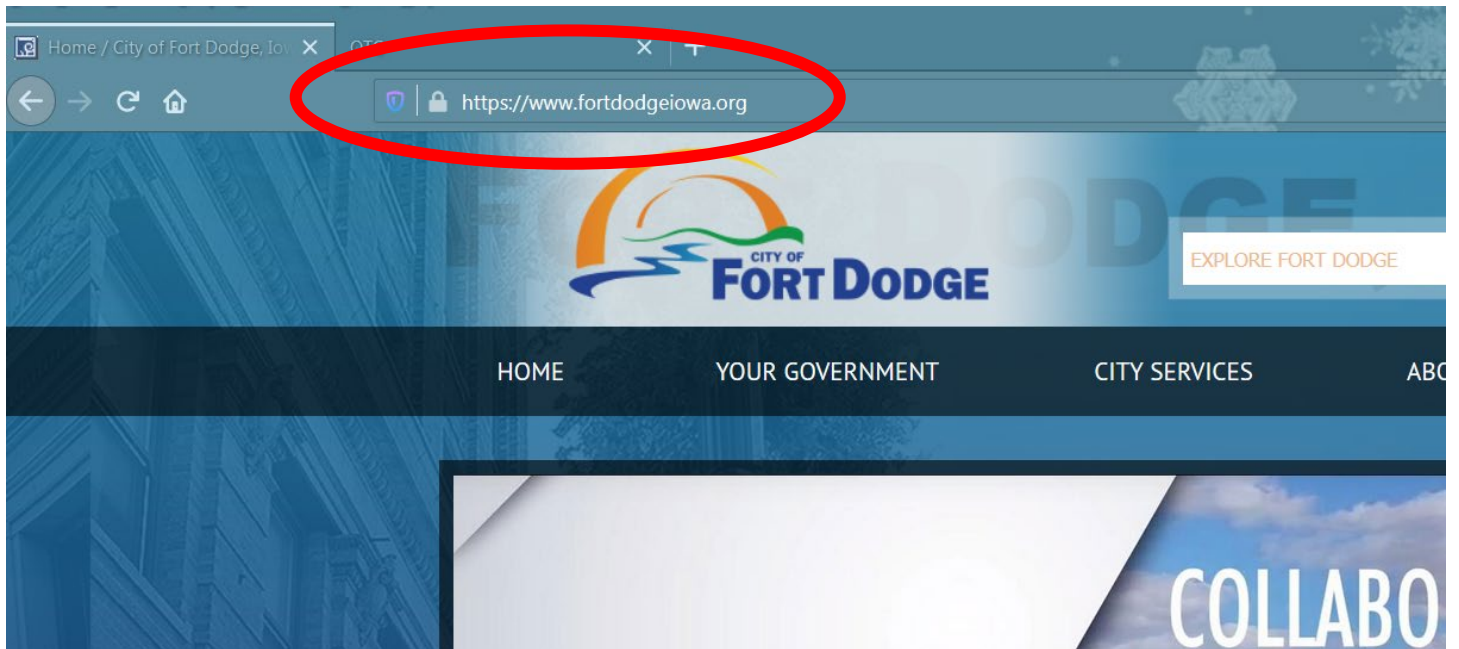
CONTRACTOR LICENSES

Please contact Carly at cmeier@fortdodgeiowa.org or (515) 573-7156 to renew or register as a contractor in the City of Fort Dodge.

PERMITS

Please contact Karen at klawler@fortdodgeiowa.org or (515) 302-8937 to apply for any necessary permits.

ONLINE PAYMENTS STEP BY STEP



1 Select Item(s)

2 Information

3 Payment

4 Submit Payment

Select Transaction Item(s)

| Transaction Item | Unit Price | Quantity | Amount | |
|----------------------------------|------------|----------|---------|--|
| A) Utility Payments | \$ 0.00 | 1 | \$ 0.00 | |
| * Water Account Number | | | | |
| * Service Address | | | | |
| Add Another Item | | TOTAL ▶ | \$ 0 | |

Next ▶

Select Transaction Item(s)

Transaction Item

A) Utility Payments

A) Utility Payments

B) Excavation Permit

C) Right of Way Permit

D) Insurance Claim Payments

E) Automated Speed Enforcement

F) Misc

G) Parking Tickets