



City of Ocala

110 SE Watula Ave.

Ocala, FL 34471

352-629-2489

FOR IMMEDIATE RELEASE

CITY OF OCALA MUNICIPAL SERVICES EXTENDS NO DISCONNECTION POLICY DUE TO COVID-19

OCALA, Fla. (April 3, 2020) - To support its customers who may be facing financial hardships due to COVID-19, the City of Ocala will extend the **no disconnection** policy due to non-payment through **May 16**. This policy will be reevaluated as the situation evolves. The decision to suspend service disconnection goes into effect today.

Billing for usage will continue during this time and customers are encouraged to maintain their accounts. Payments can be made at self-service kiosks, City of Ocala website, Fidelity Express, Western Union, Amscot and MoneyGram locations. Additional payment options and online tools are available at www.ocalafl.org. Customers have the option to start and stop services, transfer residential services, request a payment extension, update contact information, view rate and fee information and sign up for auto-pay and electronic billing. Customers can make phone payments via the automated phone system at 844-286-1785.

For more information, please contact the City of Ocala Municipal Services at 352-629-2489, Monday through Friday, 8 a.m. to 5 p.m. or email OEU@ocalafl.org.

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