

COVID-19 UPDATE

Attn: Winter Park utility customers

03-16-2020

The City of Winter Park continues to monitor the status of coronavirus disease (COVID-19) and is committed to the health and safety of our community. Therefore, our "disconnection for nonpayment" policy will be suspended until further notice.

Although we encourage customers to remain current with bill payments, we do understand that some customers may experience difficult financial situations during the pandemic and offer the following support:

- Immediate assistance is available to all Winter Park residential customers and small business owners directly impacted by COVID-19.
- Customers can work with a city utility representative to create a recurring payment plan that meets their financial needs to ensure uninterrupted services.
- For utility billing questions, please call 407-599-3220.
- For outage/service issues, please call 877-811-8700.

To minimize personal contact and follow proper social distancing procedures, we encourage utility customers to use the following alternate payment options:

- Mail check to Utility Billing, 401 S. Park Ave., Winter Park, 32789
- Pay online at Payment Service Network
- Pay via phone by calling 407-599-3220