

TOWN OF PONOKA

COVID-19 UPDATE

Updated March 23, 2020

For the most up-to-date information on the Town's response to COVID-19, please visit www.ponoka.ca

In response to provincial directives to minimize personal contact through social distancing to help slow the spread of COVID-19, all Town facilities remain closed to public access until further notice, including the Arena, Aquaplex and the Town Office at the Ponoka Civic Centre.

BILL PAYMENT CHANGES:

The Town of Ponoka is aware of difficulties facing residents and businesses amidst the COVID-19 pandemic. Due to the ongoing uncertainty the Town has implemented the following measures regarding utility bill payments:

- Late payment penalties will not be applied for the next 90 days.
- Utility customers are encouraged to make full or partial payments as they are able to keep their accounts as current as possible.

Citizens are encouraged to make bill payment as they are able use the following methods:

- Online payment through your bank
- Payment by credit card using the credit card slip payment at www.ponoka.ca or by phoning 403-783-4431
- Mail in bill payments to the Town of Ponoka, #200, 5604-50 St., Ponoka, T4J 1G5

'OPEN' FOR BUSINESS:

The Town Office remains open for business via phone, email, fax and online. Daily operations at the Town continue as usual and staff continue to ensure the delivery of essential services, including:

- Clean drinking water
- Waste water treatment
- Curbside collection of waste, recycling and compostable material
- Waste Transfer Station

Citizens can contact the Town by:

- Phone at 403-783-4431
- Email at town@ponoka.ca
- Fax at 403-783-6745

Office hours are Monday through Friday from 9 a.m. to 4:30 p.m.

PROTECT YOURSELF AND OTHERS

Citizens are urged to help protect yourself and others by following provincial health directives listed on the Province's website at www.alberta.ca/COVID19.

Snowbirds returning home from the United States and other international locations are required to self-isolate for 14 days. Self-isolation means staying home, avoiding contact with other people, and asking friends or family to drop off food, medicine or other supplies.



For more information on how you can help protect yourself and others against the spread of COVID-19, please visit www.alberta.ca/COVID19.