

TOWN OF PONOKA

COVID-19 UPDATE

Updated March 31, 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.

PUBLIC PLAYGROUND EQUIPMENT CLOSED:

The Town of Ponoka, in cooperation with local school boards, has also closed all playground equipment in public parks and on school playgrounds until further notice to help slow the spread of COVID-19.

BILL PAYMENT CHANGES:

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

- Late payment penalties on utility bills will be waived 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. Customers will be required to catch up on any late utility bill payments at the end of the 90-day grace period.

Citizens are encouraged to make bill payments as they are able using the following methods:

- Online payment through your bank
- Payment by credit card using the credit card slip payment form 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
- The Waste Transfer Station remains open to the public from 10 a.m. to 4 p.m. Tuesday through Saturday. Payment by debit and credit card only (no cash) is currently permitted at the Waste Transfer Station to limit personal contact in keeping with provincial health directives.

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.

FREE PUBLIC WI-FI

Although Town buildings are closed, access to free public Wi-Fi remains available in parking lots at the Arena, the Aquaplex, the old Library and the old Fire Hall. Wi-Fi users are reminded to follow provincial directives on physical distancing while using the free Wi-Fi.

PROTECT YOURSELF AND OTHERS

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



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