



Moratorium on Utility Billing Shut-offs and Fines During City Hall COVID-19 Closures

Effective March 17, 2020, the City of Benicia has implemented a moratorium on service disconnections and late fees for non-payment due to the COVID-19 pandemic and the current closure of City Hall offices.

This suspension will apply to both residential and commercial water and sewer customers and will remain in effect until June 15, 2020 or the end of the pandemic whichever is later.

To further support customers who may be impacted by the pandemic, the City will offer its most flexible payment plan to customers who indicate either an impact or hardship as a result of COVID-19.

Although the City's offices are closed to the public, customers can make payments in many ways, including:

- Calling 1-866-344-1979
- Paying online at www.ci.benicia.ca.us/UtilityBilling
- Using the drop box located in front of City Hall – do not leave cash in this depository.

If you have other service questions regarding starting or stopping water services, or other service-related issues, please go to our website and fill out the appropriate form and email it to utilitybilling@ci.benicia.ca.us.