

ANNOUNCEMENT OF LIMITED CLOSURE (3/19/2020)

The health and well-being of our community and our public servants is a top priority for the Town of Wise. To protect the vulnerable among us and to help first responders and the health care system provide care to those in need we must do our part to mitigate the spread of the COVID-19 virus. Therefore, we are announcing the following changes to operations. Effective at 8:00 AM, Thursday March 19, 2020, Wise Town Government offices will be on a **Limited Closure**. During this time, the Town will continue to provide essential services while practicing physical distancing to safeguard employees and the public as recommended by health and safety officials. Our employees are working hard and at great sacrifice to manage continuity of operations during this difficult time.

During this **Limited Closure**:

- Town employees will be at work but Town offices will be closed to the public. Some high-risk employees may be teleworking and/or working on a varied schedule.
- The Town of Wise will limit access to office staff by appointment only for critical business. Personnel can be contacted by phone or email and most financial transactions can be handled electronically. A directory of contact information can be found at www.townofwise.net. Select the GOVERNMENT TAB” and search Town Council/Officers and Departments.
- We encourage our customers to utilize mail, bank draft, on-line payments, telephone payments, and/or drop box for utilities, taxes, etc. New account set ups and account closures can be handled by email or fax (276-328-2519). Please phone 276-328-6013, ext. 227 for instructions. Customers whose health or employment has been directly impacted as a result of COVID-19 should call our office for special payment arrangements.
- All departments will continue to receive requests for assistance via phone and email.
- The Wise Water Treatment Plant is closed to the public until further notice.
- Garbage Collection Services will continue on a regular schedule.
- Law Enforcement, Fire, and Rescue will operate as normal, but non-emergency access to police staff will be by appointment only by phoning 276-328-9046.
- This **Limited Closure** will be re-evaluated weekly by Town officials. During this closure please refer to the Town’s website at www.townofwise.net for updates and schedule changes.

PAYMENT OPTIONS

Mail: Please mail check payments with remittance form or account holders name, physical address, and phone number, and type of payment (personal property, utilities, etc.) to: TOWN OF WISE, PO BOX 1100, WISE, VA 24293.

Auto-Draft (Free of Charge):

Utility customers are encouraged to enroll in the free Town of Wise Auto-Draft Payment Option. Each month utility bills are automatically deducted on the due date from your checking or savings account. Never miss another due date. You may enroll by calling 276-328-6013 ext 227. You may also obtain a form online at www.townofwise.net.

On-line Payments (Convenience Fee Assessed):

Open Web Browser on Computer or Mobile Device

Go to www.townofwise.org

Select Payment Type (i.e. Real Estate Tax, Utilities, etc.)

Follow online instructions

For Utility Payments: **You must have your ticket or customer number**

For Tax Payments: **You must have your ticket or account number**

Complete Transaction

Telephone Payments (Convenience Fee Assessed):

Official Payments - **1-800-272-9829**

Press **3**

Enter Jurisdiction Code – **1074**

Enter Account Number or Bill Number

Enter a 10-digit phone number

Enter Payment Amount

Drop Box Payments: (All drop box payments must be placed in an envelope with the account holder's name, account number, and physical address noted. Envelopes are available on the side of the payment drop box. The locked drop box in the parking lot will be checked multiple times each day.)

If using the drop box, we strongly recommend that you pay by personal check or that you take cash to your local bank and obtain a cashier's check made payable to the Town of Wise. The Town of Wise will not be responsible for any cash payment placed in the drop box. If you elect to place cash in the box, please note that the full amount of the cash payments will be credited to your account with no change provided.