

DPU SERVICE IMPACTS

Updated 3/27/2020

ADMINISTRATION			
Section/Program	Service	Status	Alternate Service Options
Public Counter	Customer Inquiries	CLOSED	Contact 621-8600, submit service requests through FresGO or call 3-1-1.

UTILITIES PLANNING & ENGINEERING			
Section/Program	Service	Status	Alternate Service Options
City Hall 4th Floor Public Counter	Plan Submittal and Payment; Utility Locating; Water and Sewer Loan Programs; Customer Inquiries	CLOSED	Contact 621-8550, submit plans through FAASTER, submit service requests through FresGO or call 3-1-1.
UP&E MSC - Building A Public Counter	Customer Service; Drop-Off and Pickup of Documents and Plans	CLOSED	Contact 621-1631 to coordinate drop-offs and pickups.

WATER DIVISION			
Section/Program	Service	Status	Alternate Service Options
Public Counter	Customer Inquiries	CLOSED	Contact 621-5300, submit service requests through FresGO or call 3-1-1.
Conservation	Water-Wise Landscape Consultation, Irrigation Efficiency Audits, Water Leak Services	SUSPENDED	Submit service requests through FresGO or call 3-1-1.
Conservation	Irrigation Controller Assistance (Timer Tutorials)	BY TELEPHONE ONLY	Contact 621-5300, submit service requests through FresGO or call 3-1-1.
Conservation	Courtesy Notices for Excessive Use	SUSPENDED	N/A
Travel Meters	Travel Meter Program	SUSPENDED	Contact 621-5378
Water Quality	In-Home Water Quality Testing	SUSPENDED	Testing will be done at hose bib only
Events	3/27/20 Water-Wise Plant Exchange Event	CANCELLED	

WASTEWATER MANAGEMENT DIVISION			
Section/Program	Service	Status	Alternate Service Options
ADM	ADM (Anaerobically Digestible Material) Deliveries	SUSPENDED	N/A

SOLID WASTE MANAGEMENT DIVISION			
Section/Program	Service	Status	Alternate Service Options
Public Counter	Homeless Services, Homeless Task Force	CLOSED	Contact 621-1896, submit service requests through FresGO or call 3-1-1.
Special Hauls	Special Hauls (Scheduled Pickups)	SUSPENDED	N/A
Alley Services	Alley closures, alley keys, etc.	BY APPOINTMENT ONLY	Contact 621-1894 to schedule appointment
Operation Clean Up	Operation Clean Up Annual Pickup	SUSPENDED AFTER 3/27/20	N/A
Events	4/25/20 Shred Event	POSTPONED	N/A
Events	5/9/20 HHW Drop-Off Event	CANCELLED	N/A

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UTILITIES BILLING & COLLECTION			
Section/Program	Service	Status	Alternate Service Options
Public Counters - City Hall and Manchester Center	Bill payments, service questions, customer inquiries	CLOSED	Contact 621-6888, submit service requests through FresGO or call 3-1-1.
Utility Payments	Payment of utility bills	ONLINE, TELEPHONE, MAIL AND DROP BOX ONLY	Utility payments can be made: 1) Online at https://www.fresno.gov/publicutilities then clicking the Utility Billing: Payment & Fees box. 2) By mail: City of Fresno Utilities Billing and Collection Division P.O. Box 2069 Fresno, CA 93718-2069 3) Via telephone (559) 621-6888 (credit card payments only) 4) Drop-off: A drop box just inside the doors of the first floor of City Hall before passing security, and the front entrance of the Manchester Center office.
Shut-Offs	Service shut-offs for non-payment	SUSPENDED/MORATORIUM	N/A