



FOR IMMEDIATE RELEASE
Thursday, March 19, 2020

City Administration
Phone: 641.628.4173

City of Pella

COVID-19 (Coronavirus) Information and Closure Updates

All City of Pella offices, with the exception of the Police Department, will be closed to the public beginning at 4:30 p.m. on March 19, 2020 through April 13, 2020. While our facilities will be closed to walk-in traffic, City staff will be available via email or by phone. Requests for in person assistance must be made in advance and will be scheduled by appointment only. Please visit our website at www.cityofpella.com/directory.aspx for specific City department hours and contact information.

The Pella Police Department will remain open during this time with additional precautions in place. To lessen the risk of exposure when possible, the Police Department will be taking reports by phone. While the Police Department remains operational, the public is strongly encouraged to call 641.628.4921 for all non-emergencies. If an in-person visit to the Police Department is necessary, please use the intercom system by the marked door on the north side of the building near the overhead garage doors. Individuals needing emergency assistance should continue to call 911.

Below are a few additional resources to assist our citizens during this time:

- Payment of utility bills can be handled through the following methods:
 - Automated phone system at 844.546.8162
 - Online at <https://ipn2.paymentus.com/cp/plla>
 - Drop boxes located at City Hall, in the alley behind the library, and at Hy-Vee
- If you are having difficulty paying your utility bill, contact City Hall at 641.628.4173
- Library resources are available online at <https://www.cityofpella.com/Library>
- All public meeting changes will be online at <https://www.cityofpella.com/calendar.aspx?CID=14>

Additional Information and Updates

The City of Pella will continue to provide updates as they are available via our [social media accounts](#) and [website](#). If you would like to opt-in to receive a notification when updates are available, sign-up at <https://pellaia.reggroup.com/signup> and choose the "Emergency Alerts" distribution group. Finally, the United Way hotline feature has been activated for all Marion County residents who have questions regarding COVID-19. The line is available 24 hours per day, 7 days per week by calling 211 or 800.244.7431.

For updated information and resources, please visit the links below:

- [Marion County Public Health Department](#)
- [Iowa Department of Public Health](#)
- [Center for Disease Control](#)