

Contact: Nick Hernandez
Phone: (620) 441-4415
Fax: (620) 441-4426
nhernandez@arkansascityks.gov

City Manager's Office
City of Arkansas City
118 W. Central Ave.
Arkansas City, KS 67005



News Release

City: Please pay utility bills online; by dropbox, mail or phone

City Hall not closed to public, but could close if COVID-19 detected locally

ARKANSAS CITY, Kan. (March 15, 2020) — During the ongoing period of the coronavirus (COVID-19) pandemic, the City of Arkansas City recommends making payments online, or by mail, phone or dropbox.

Based upon recommendations from the Centers for Disease Control and Prevention (CDC), the City also is implementing community-based interventions such as social distancing to prevent the spread of COVID-19, the disease caused by the novel coronavirus.

City Hall, located at 118 W. Central Ave., still will remain open to the public for the time being, but this may be re-evaluated if any positive COVID-19 cases are reported in Cowley County.

Nevertheless, the City encourages people to avoid coming into City Hall, if at all possible, in order to comply with health providers' recommendations for social distancing at this critical stage of outbreak.

The City encourages customers to instead use the following services to pay their utility bills:

- Visit www.arkcity.org and click on "Online Payments" under the main photo or, in the top navigation bar, hover over "I Want To..." and then "Pay," then click "Utility Bill."
- Access the City of Arkansas City's online utility payment system directly at www.municipalonlinepayments.com/arkansascityks.
- Call [441-4401](tel:441-4401) or [441-4402](tel:441-4402) to talk to a customer service specialist and pay by telephone (*this option only available during business hours, 8 a.m. to 5 p.m. Monday through Friday*).
- Use the utility dropbox located in the alley east of City Hall to drop off your payment.
- Use the City of Arkansas City dropbox located at the Dillons customer service counter.
- Mail payments to **City Hall, P.O. Box 778, 118 W. Central Ave., Arkansas City, KS 67005**.

The City also encourages that Municipal Court payments be made in one of the following ways:

For immediate release

more

- Call [441-4401](tel:441-4401) or [441-4402](tel:441-4402) to talk to a customer service specialist and pay by telephone (*this option only available during business hours, 8 a.m. to 5 p.m. Monday through Friday*).
- Use the utility dropbox located in the alley east of City Hall to drop off your payment.
- Mail payments to **City Hall, P.O. Box 778, 118 W. Central Ave., Arkansas City, KS 67005**.

For up-to-date information about COVID-19, please visit the CDC website at www.cdc.gov or the Kansas Department of Health and Environment (KDHE) webpage at www.kdheks.gov/coronavirus. For local questions or concerns, please call [\(620\) 441-4414](tel:620-441-4414) or email nhernandez@arkansascityks.gov.

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