



For Immediate Release

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Ozark City Hall to close to public beginning March 23

The Ozark City Hall and Public Works Field Office lobbies will be closed to the public beginning March 23 due to the COVID-19 Pandemic.

The City is encouraging residents to stay home as much as possible over the coming days and weeks and abide by the Centers for Disease Control and Prevention recommendations. Closing our lobby was not an easy decision, but it was a necessary step to help protect our customers and employees.

We offer several options for customers needing to pay a utility bill currently. Customers can:

- Pay online by visiting www.ozarkmissouri.com and clicking "Water/Sewer Bill Pay."
- Pay 24/7 via our automated hotline, 417-581-2744 (you will need your account number and invoiced amount amount.)
- Pay by regular mail by sending in payment along with the statement you receive in the mail.
- Use the night drop box located at City Hall.
- For now the drive-thru window will remain open from 8 a.m. to 5 p.m. Monday through Friday for your convenience but making an online or phone payment is currently the safest option.

While the lobby is closed, customers who need to connect or disconnect a utility service are asked to call 417.581-2744 for instructions.

For customers needing assistance from the City Clerk's Office or Planning and Zoning Department, call the city hall at 417-581-2407.

To reach the Public Works Field Office please call 417-581-1702 during business hours Monday-Friday 8:00 a.m-5:00 p.m. For after-hours questions/emergency please call 417-581-9303.

The Police Station lobby will remain open for use of emergency phone; however, staff will not be available to assist walk in citizens.

We will continue to evaluate this situation in the coming days and weeks to determine when our lobby will reopen. As always, we will remain committed to providing the best service for our customers.