

Monday, March 23, 2020

Dear Customers & Potential Customers:

With the new "stay at home" orders issued by Governor Tony Evers, Waupaca Online will be taking the following precautions for the well-being of our staff and customers. These will be in effect until the "stay at home" orders are lifted.

- All Waupaca Online staff will work from home. A staff schedule has been setup to realize daily primary responsibility for direct customer service contact and on-call status to respond to infrastructure needs. All staff is "on-call" during their regular scheduled hours. Staff will be available and responding to customer service needs weekdays 9am-3pm.
 - Waupaca Online staff will not be performing new installations while the "stay at home" order is in place.
 - As much troubleshooting as possible will be completed remotely and over the phone. Please be patient as we work with you to solve problems without dispatching staff to your location.
 - Our staff's top priority is to maintain our overall infrastructure and make sure internet service is operating the best it can. This is very important as many are depending on internet to work from home or complete school work. Certain Waupaca Online staff members are designated as official city essential employees, allowing them to work on essential needs while the city government is shutdown.
 - If a customer is having issues with their internet, staff and management will enact one of two actions:
 - If the internet is working, but is experiencing slight degradation, we will schedule a ticket and visit your location after the "stay at home" order is lifted.
 - If the internet is not working or experiencing extremely poor performance, if we cannot fix the issue over the phone; with consultation with management, staff may be allowed to visit your location. Under no circumstance will they be allowed to enter your residence and we ask when they are on-site all communication happens over the phone. There is some limited outdoor work we can perform to correct your issue. If there is the need for replacement of indoor equipment, such as your power injector, staff will leave a bag/box with needed equipment outside your location and instruct you on how to swap out the needed equipment.
 - Staff will maintain sanitizing hand gel in the truck and regularly use it; staff has been instructed to sanitize common surfaces in the truck at the end of each shift and has been provided with the necessary supplies.
 - We will NOT collect any equipment from customers that is located within your house. Please do not bring it to our office to drop off either. Please keep it at this time and wait for further instructions.
 - It should go without saying, while staff is home based, our office at Waupaca City Hall is closed. If you pay your bill in person, consider mailing a check or using our online payment
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portal to pay your bill. <https://www.cityofwaupaca.org/resident-services/online-payment-options/>

We also realize there are people who may find themselves in undesired financial situations due to temporary changes in their workplace, they may need to stay home with school aged children or shutdown of employment. We will offer the following to assist in these situations:

- Effective immediately through June 1st we will not charge new late fees on bills. This is effective to all customers.
- Anyone who finds themselves in a situation where you may have trouble paying your bill should call our office. Please talk to our billing department and let them know you need to be placed on the Coronavirus payment plan. We do not need any details or verification. What this will do is allow you to defer any payment to your account until June 1st. We will not charge late fees nor shut off your service. You will then have until September 1st to pay your account in full. Service will not be free but this will offer flexibility to keep your service in good standing.
- Effective September 1st everything with Waupaca Online billing will be back to normal including late fees and service termination for delinquent accounts.

Please note the above information is subject to change depending on the evolving situation or any mandates we are asked to follow

We realize some of these measures may not be desirable but as we learn more information regarding the COVID-19 situation this is our best plan to move forward meeting the intersection the safety of our staff and customers while realizing the best internet service we are able to offer. Thank you for your understanding.

Thank You,



Joshua Werner, Director of IT & Community Media
City of Waupaca/Waupaca Online

Important Contact Information

Tech Support – phone: 715.942.9919 e-mail: info@cityofwaupaca.org

Billing – phone: 715.258.4422

Administration – email: jwerner@cityofwaupaca.org

“Like” us on Facebook for up-to-date information – facebook.com/WaupacaOnline
