



# Accessing City of Washougal Services during the Covid-19 Emergency

Revised 3/24/2020

The City of Washougal continues to follow the guidance of county, state and federal health officials to prepare for and respond to COVID-19 in our community. We are in close contact with health officials and government partners to coordinate our response and operations.

To limit the potential for additional COVID-19 exposure to our city personnel, customers and community, all City facilities will be closed to the public through April 30, 2020. This measure to increase social distancing practices is being taken in response to ongoing guidance from health officials regarding the necessary actions to stop the spread of COVID-19. The City is still open for business during this closure.

## Facility Hours, Services and Contact Information

*All city facilities are open, but closed to the public.*

### **City Hall**

1701 C Street  
Monday-Thursday, 8am-5pm  
360.835.8501

### **Building Inspections (effective March 26th through April 7, 2020 or as extended by Governor's Order)**

- ONLY inspections that are related to essential facilities or for emergency repairs and projects that ensure structural integrity for residential structures will take place. Inspections will be restricted to unoccupied structures. Buildings and structures must be completely vacant prior to inspections taking place. Skype, or other similar electronic media inspections may be utilized based on need and type of inspection. For questions regarding inspections please contact [joseph.layman@cityofwashougal.us](mailto:joseph.layman@cityofwashougal.us).

### **Building Applications, Permits and Plan Submittals (effective March 26th through April 7, 2020 or as extended by Governor's Order)**

- Applications and plan submittals that relate to essential facilities or for emergency repairs and projects that ensure structural integrity for residential structures in compliance with the Governor's proclamation will be accepted by appointment only.
- All other building permits may be sent via mail or electronically when allowed. Permits will be reviewed within established timeframes.
- ONLY permits that are related to essential facilities or for emergency repairs and projects that ensure structural integrity for residential structures will be issued and when they are it will be by appointment only.
- For general Building questions or appointments please contact: [teresa.guise@cityofwashougal.us](mailto:teresa.guise@cityofwashougal.us) or by calling 360.835.8501 x611.

### **Cemetery Fees**

- By appointment only; contact City Hall at 360.835.8501
- Pay online at <https://www.municipalonlinepayments.com/washougalwa/easypay>

### **Dog Licenses**

- By appointment only; contact City Hall at 360.835.8501.
- Pay online at <https://www.municipalonlinepayments.com/washougalwa/easypay>

### **Dog Impound Fees**

- By appointment only; contact City Hall at 360.835.8501.
- Pay online at <https://www.municipalonlinepayments.com/washougalwa/easypay>

### **Planning/Engineering**

- For general questions or to schedule an appointment, contact [jessica.herceg@cityofwashougal.us](mailto:jessica.herceg@cityofwashougal.us) or call 360.835.8501 x603.
- Forms can be downloaded at our website: <https://cityofwashougal.us/201/Community-Development>

### **Planning Reviews**

- By appointment only; contact [jessica.herceg@cityofwashougal.us](mailto:jessica.herceg@cityofwashougal.us) or call 360.835.8501 x603.
- All other planning reviews may be sent via mail or electronically when allowed. Plans will be reviewed within established timeframes.

### **Utility Bill Payments**

- Pay your bill online at <https://www.municipalonlinepayments.com/washougalwa>. Don't have an online account yet? Here's a quick video on how to sign up: <https://www.cityofwashougal.us/CivicAlerts.aspx?AID=19>
- To facilitate social distancing and encourage our utility customers to stay home and not make a trip to City Hall, all fees have been removed from online payments. If you paid your utility bill online on or after March 17, those fees will be credited on your account during the next billing cycle.
- Sign up to have your utility payment made automatically each cycle via ACH. Please find the ACH sign-up form here (mail completed form to 1701 Ct St Washougal, WA 98671): <https://www.cityofwashougal.us/DocumentCenter/View/209/Authorization-for-AutomaticUtility-Bill-Payments-PDF>
- Mail your payment to 1701 C St Washougal, WA 98671
- Utilize the payment dropbox located at the south entrance to City Hall (1701 C Street)

### **Special Event Applications/Fees**

- By appointment only; contact City Hall at 360.835.8501.
- Pay online at <https://www.municipalonlinepayments.com/washougalwa/easypay>

**Police Department**

1320 A Street  
Monday-Friday, 8am-5pm  
360.835.8701

The Washougal Police Department lobby is closed until further notice. Administrative staff will be working in the office during normal business hours. You can contact staff through email at [WASPD@cityofwashougal.us](mailto:WASPD@cityofwashougal.us) or by phone at (360) 835-8701.

If you have an emergency or need officer assistance please use the red phone to your right to speak with a dispatcher or call 911.

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**Public Works Administrative Office**

2247 Main Street  
Monday-Friday, 8am-5pm  
360.835.2662

**Cemetery Services**

- All Cemetery services will be by appointment only.
  - Please contact Cemetery services staff for general questions or to schedule an appointment at: [kelly.brown@cityofwashougal.us](mailto:kelly.brown@cityofwashougal.us) or by calling 360.835.2662 – or – [suzanne.grover@cityofwashougal.us](mailto:suzanne.grover@cityofwashougal.us) or by calling 360.835.2662.
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**Public Works Engineering and Executive Building**

1615 C Street  
Monday-Friday, 8am-5pm  
360.835.2662 x234

**Engineering**

- For general questions or to schedule an appointment, contact [rob.charles@cityofwashougal.us](mailto:rob.charles@cityofwashougal.us) or call 360.835.8501 x230 – or – [kaci.spurlock@cityofwashougal.us](mailto:kaci.spurlock@cityofwashougal.us) or call 360.835.8501 x234.

**Right-of-Way Permits**

- By appointment only; email [kaci.spurlock@cityofwashougal.us](mailto:kaci.spurlock@cityofwashougal.us) or by calling 360.835.8501 x234.

**Water/Sewer Service Applications**

- By appointment only; email [kaci.spurlock@cityofwashougal.us](mailto:kaci.spurlock@cityofwashougal.us) or by calling 360.835.8501 x234.
- Forms can be downloaded at our website: <https://www.cityofwashougal.us/167/Engineering>.