



City-Wide Actions to Minimize Risk

The City of Berlin is committed to helping protect the well-being of our residents and employees. Our City departments will continue to provide essential services to our residents, but we are limiting public access to our facilities at this time. As a result, access to non-essential City facilities and municipal services will be temporarily suspended.

Residents seeking to conduct City business or obtain information about various municipal services should first browse the City's website at www.cityofberlin.net. From there, please attempt to email or call the appropriate City Department if you need assistance. All of the City's departments contact information is available on the City's website [at this link](#).

Public access to the following City facilities has been suspended until further notice:

- City Hall
- Berlin Senior Center
- Berlin Public Library
- Fire Station (for public access)
- DPW Garage (for public access)

Police Department	<ul style="list-style-type: none">• Police are responding to all calls for service at this time but some calls for service may be handled over the phone.• Fingerprinting services are suspended except for mandatory court ordered printing, which will be by appointment only.
Ambulance Department	<ul style="list-style-type: none">• Berlin Emergency Medical Services will continue responding to all emergency calls.
Fire Department	<ul style="list-style-type: none">• The Fire Department is responding to all emergency requests.• The Berlin Fire station is closed to the public for non-emergency business.
Building Inspection	<ul style="list-style-type: none">• Building permits will continue being issued. On-line and e-mail options are available. In person appointments may be possible only if necessary.

	<ul style="list-style-type: none"> • All inspections will be performed for one- and two-family dwellings and additions, new commercial buildings and additions as normal. • All exterior alterations, fences, decks, sheds, accessory structures, pools and anything outside of the dwelling or building will be inspected as normal. • Contact: Building Inspector John Lust, jlust@kunkelengineering.com 920-210-6351
City Clerk/Treasurer	<ul style="list-style-type: none"> • Please contact the City Clerk's Office at 920-361-5400 if you have any questions regarding services from this office.
Senior Center	<ul style="list-style-type: none"> • The Berlin Senior Center is closed for senior activities until further notice. • Senior Nutrition Program will continue but will only be available for meal pick-up and delivery. • Senior Transportation has stopped until further notice.
Parks & Recreation	<ul style="list-style-type: none"> • All Berlin Park & Rec programs and events have been cancelled until further notice. • All parks remain accessible; however, shelter houses and restrooms will remain closed until further notice. Social distancing guidelines should be adhered to while in parks. • All City of Berlin playground equipment is closed, until further notice. • We will monitor the COVID-19 situation to determine if and when the Berlin Aquatic Center and Riverside Park Campgrounds can open for the season. Stay tuned.
How to Pay Water & Sewer Bills Various options to pay your bill are listed:	<ul style="list-style-type: none"> • For the time being, <u>please pay your water bill online</u> (www.cityofberlin.net, click on Pay Utilities icon located on the bottom of the home page). Payment convenience fees apply. <u>Click here</u> for direct link to pay utility bill. • Put your payment in the drop box located in the vestibule between the 2 sets of doors at City Hall (108 N. Capron Street). • Envelopes are available in the vestibule by drop box if needed. • Sign up for monthly automatic payments via phone at 920-361-5404 or 920-361-5406. • Use Bill Pay through your bank • Send your payment via United States Postal Service
Water & Sewer	<ul style="list-style-type: none"> • Our water department will be staffed to ensure water

<p>Utility</p>	<p>continues to be delivered, however staff will not meet with customers in-person at this time. All questions or concerns will need to be done via phone (920-361-5404 or 920-361-5406).</p> <ul style="list-style-type: none"> • DO NOT FLUSH "FLUSHABLE" WIPES in your toilet. Disinfecting wipes flushed down toilets cause major pipe problems. Despite their packaging name, "flushable wipes," these products <u>DO NOT</u> breakdown once they are flushed. • Drinking water supplied by the City of Berlin Utility is high quality and is well treated. The virus cannot survive our disinfection process and is not transmitted through the drinking water. Our tap water is clean and, as always, exceeds all drinking water standards. • W&S emergencies will be dealt with on a case-by-case basis. In the event of an emergency, the Utility staff will do everything they can from outside the building or talk you through issues. If entering is the only means to solve an issue, CDC guidelines will be followed by staff and residents. There will be essential questions asked to residents before entry. No staff will enter the building without the proper PPE if coronavirus is prevalent in any form. • The Wisconsin Department of Natural Resources has recommended all water utilities suspend their cross connection inspection program. Until further notice, the City of Berlin is temporarily postponing all cross connection inspections until further notice.
<p>Planning, Zoning, Economic Development</p>	<ul style="list-style-type: none"> • For all planning, zoning and economic development concerns, please contact Lindsey Kemnitz, Community Development Director, lkemnitz@cityofberlin.net 920-361-5156.
<p>Garbage & Recycling & Public Works</p>	<ul style="list-style-type: none"> • Scheduled trash and recycling pickups will continue without interruption, at this time. • As of this date, the spring bulk pick-up scheduled for the week of May 4 will continue as planned. <u>DO NOT</u> place items on the curb for pick until the week of April 27. • The spring e-cycle has been cancelled. • The City's compost site remains open at this time. • We are starting our spring clean-up and residents can now place their yard waste and brush at the curb, NOT in the street and separated of course. • The Public Works Garage building is closed to the public until further notice.

	<ul style="list-style-type: none">• During standard operational hours, you may still reach staff with general questions at 920-361-5425.
Shared-Ride Taxi Service	<ul style="list-style-type: none">• Berlin Public Transit shared-ride taxi service is still up and running, but is limiting the number of passengers at one time.• Grocery delivery service is available during the pandemic.• Free food-pantry delivery is available at this time to high risk or those showing symptoms, such as cough.• For more information, please call 361-3616
Public Meetings	<ul style="list-style-type: none">• All non-essential City meetings are being postponed until further notice.• For meetings that are being held, please view meeting agendas for virtual attendance instructions. <u>You can view agendas here.</u>