

Kingman City Hall Operating Procedures – COVID-19 Closure

1. All City staff will continue to work while following all health and safety guidelines.
2. City staff will perform all essential tasks first and other non-essential functions may be postponed.
3. Phones, email, Facebook page, and website will all be staffed during closures.
4. No utility payments will be accepted by City staff in person. The payment drop box inside the vestibule of City Hall has been re-opened (not the box previously accessible from outside) for utility payments. No change will be given for cash payments and the full amount will be credited to the customer's account.
5. Only one (1) person is allowed in the City Hall vestibule at any time.
6. The payment drop box can also be used to submit documents for processing.
7. Individuals will only be allowed to enter the reception area of City Hall with permission of the City Manager, City Clerk, or Building Inspector. This will only be allowed on a very limited and strong need basis.
8. The City strongly encourages customers to pay utility bills online from the City's website, make telephone payments, or set up automatic payments with bank accounts or credit/debit cards.
9. Several forms needed for City services are now uploaded to the homepage of the City's website (www.cityofkingman.com). The current list of forms is as follows:
 - a. Instructions for Online Bill Pay
 - b. ACH Authorization for Auto Bill Pay
 - c. Forms to Initiate Utility Services
 - d. Credit/Debit Card Authorization for Auto Bill Pay
 - e. Building Permit Application
 - f. Burn Permit Application
 - g. Contractor Permit Application
 - h. Request for Emergency Utility Payment Extension
10. All deliveries should be delivered to the garage behind the City Hall office area. If a signature is needed, the courier will need to call for someone to sign.
11. All municipal court questions need to be made via telephone. Court payments can be placed in the payment drop box as well.