



From: Office of the Mayor

Email: covid19media@clevelandohio.gov

Phone: (216) 664-2220

Blog: www.clecityhall.com

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City of Cleveland Provides General Updates on Coronavirus & Safety - **Update #241**

The City of Cleveland continues to take numerous precautions across multiple departments and divisions amid increasing cases of coronavirus (COVID-19). Below are some important updates. Mayor Frank G. Jackson signed an order on November 18 extending the City's Proclamation of Civil Emergency through Dec. 31, 2020. Mayor Jackson's order was amended to include a Stay At Home Advisory. [Click here to view the order.](#) Essential services such as Police, Fire, EMS, waste collection and Utilities will remain operational.

258 New Confirmed Coronavirus Cases and One Fatality Reported in the City of Cleveland

The Cleveland Department of Public Health (CDPH) has been notified of 258 more confirmed cases of coronavirus in city residents on December 7. The City has also been informed of one new fatality. This brings the total to 13,547 confirmed cases in the City of Cleveland and 166 fatalities. The new confirmed cases include males and females whose ages range from under 10 years old to their 90's. CDPH is working to identify their close contacts who would require testing or monitoring for COVID-19 symptoms.

As of Dec. 7, there are 458,993 confirmed cases and 6,544 confirmed fatalities in the State of Ohio. There are more than 14.8 million cases and 283,211 deaths in the U.S.

Reminder: The City of Cleveland will disseminate Saturday and Sunday COVID-19 numbers on its Facebook and Twitter pages when they become available.

The City of Cleveland COVID-19 Dashboard displays the most recent preliminary data from the Ohio Department of Health about COVID-19 cases, hospitalizations, deaths and recoveries in Cleveland by selected demographics. [View the dashboard here.](#) For individuals' privacy, CDPH will not be releasing any additional demographic info related to COVID-19 cases aside from age range and gender.

Other Important Reminders (Previous Announcements)

Utilities Assistance Available for Customers Behind on Payments

While the moratorium on utility disconnections was lifted on Dec. 1 by the City of Cleveland Department of Public Utilities (DPU), it is important to note that there are several steps taken by

Cleveland Water and Cleveland Public Power to assist and notify customers who may be struggling to stay current on their bills before a shutoff occurs.

The Collections and Severance Process has been reinstated and includes steps ranging from a first notice on a bill to setting up a payment plan with the customer. DPU will continue to follow all pertinent policies and procedures. If you have a past due balance and have received a notice from the Department of Public Utilities please contact us:

- Cleveland Public Power – (216) 664-4600
- Cleveland Water – (216) 664-3130

If a customer is having trouble paying a utility bill, they are urged to call the Cleveland Housing Network – (216) 350-8008 Utility Assistance Line.

Visit <https://chnhousingpartners.org/utilityassistance/> for more information.

Public Works and Port Control Hiring Snow Removal Vehicle Operators

The City of Cleveland Department of Public Works is hiring [Snow Removal Vehicle Operators](#). This position is seasonal and will be used only during the snow removal season. Required qualifications include:

- High School Diploma or GED;
- Valid Commercial Drivers' License (CDL) Type B with Air Brake Endorsement; and
- Good driving record.

The City of Cleveland Department of Port Control is also hiring [Snow Removal Vehicle Operators](#). This position is seasonal and will be used only during the snow removal season. Airport and departmental requirements include:

- Must successfully complete a Transportation Security Administration (TSA) 10 year fingerprint-based Criminal History Records Check and employment background check and Security Threat Assessment.
- Must be able to pass a pre-employment physical and drug test; and
- Must successfully complete all applicable regulatory airfield Ground Vehicle Operator and Winter Operations training/assessments and maintain corresponding airfield driving privileges.

For more information and to view more available City of Cleveland positions, [click here](#).

Public Comment Period for Pedestrian Safety Improvement Project

The City of Cleveland is partnering with the Ohio Department of Transportation to implement pedestrian safety improvements at sixty-one locations across the city. The public comment period for the Pedestrian Safety Improvement Project is open now through December 30. The project is expected to begin in Spring 2021.

Questions? Contact the City's Project Engineer, Ron Mason, P.E., at (216) 664-3705 or via e-mail at rmason@city.cleveland.oh.us.

[Click here to view the map and list of locations.](#)

Utility Assistance Available Through CARES Act Funding for Cuyahoga County Residents Impacted by COVID-19

As part of the CARES Act financial package that Ohio Governor Mike Dewine's administration introduced in October, \$50 million from the Corona Relief Fund was allocated to 47 Community Action Agencies. The available funds will assist Ohioans who have fallen behind on their water, electric and sewer bills payments.

Cuyahoga County CARES funding is being made available through CHN Housing Partners to Cleveland Water, Cleveland Public Power and Water Pollution Control qualifying customers who acquired past due balances after March 1, 2020, and who are at or below 120 percent of median household income and have been affected by COVID-19, including through income loss.

The City of Cleveland and Cuyahoga County residents are encouraged to contact CHN Housing Partners and apply today while funds are available. The deadline to apply is December 31.

For more information on the CARES Act funding, visit www.chnhousingpartners.org/utilityassistance.

For more information on the eligibility criteria or to apply online today, click [here](#).

Cleveland Public Utilities Disconnections Resume as of December 1

Beginning on Dec. 1, 2020, the City of Cleveland Department of Public Utilities' (DPU) lifted the moratorium on shut-offs and reconnections. DPU has resumed the regular process for collections and disconnection of service for delinquent water and/or electric accounts.

The City of Cleveland suspended utility disconnections for non-payment on March 13 as part of [Mayor Jackson's Proclamation of Civil Emergency](#) to help customers during the coronavirus pandemic. The City's suspension was in advance of Governor DeWine and the [Ohio EPA's order on March 31](#) and has continued well beyond the state order, which ended on July 1, 2020.

The decision to resume disconnections has been done with great concern and awareness of the financial difficulties and other vulnerabilities many of our customers are facing due to the pandemic.

Financial relief tools are in place to assist customers in need. In addition to our current affordability programs, we are offering extended payment plan options as well as coordinating with outside agencies to refer customers for additional services. We continue to diligently notify customers with past due accounts, so they receive plenty of notice in addition to the regular multi-notice procedures. It is always our goal to keep customers connected to utility service.

We encourage customers who need assistance to contact Cleveland Water at (216) 664-3130 or Cleveland Public Power at (216) 664-4600 to discuss their payment options as soon as possible. Cleveland Water customers can also make payments and manage their account at myclevelandwater.com, and questions can be submitted via the inquiry form at www.clevelandwater.com/ask-a-question. CPP customers can make payments and manage their account at www.cpp.org. Inquiries and questions can be submitted via www.cpp.org/Contact.

Cleveland Water and CPP customers may also use the dropbox located at 1201 Lakeside Ave. Please include name and account number along with payment. Multiple accounts must be on separate check.

The Cleveland Water Pollution Control (WPC) Customer Service lobby remains open to the public to purchase permits and review maps. The WPC office at 12302 Kirby Ave. is open 8 a.m. to 5 p.m., Monday through Friday. Report emergencies 24/7 by calling (216) 664-2513.

City Now Accepting Applications for Cleveland Small Business Grant *Emergency Working Capital Program – Specially Impacted Businesses*

The Emergency Working Capital program is designed to assist businesses whose operations are specifically impacted by COVID and have had to take exceptional measures to maintain operations throughout the pandemic. Businesses may receive a \$10,000 loan for working capital and operations costs and a \$10,000 grant to offset costs of PPE and other safety measures. Applicants must complete the Emergency Capital Working Fund [Loan Application](#) and the 1-page [supplemental questionnaire](#). Applications for this program should be submitted electronically to economicdevelopment@clevelandohio.gov.

City of Cleveland Now Accepting Requests for the Tree Canopy Revitalization Program

The City of Cleveland announces its Tree Canopy Revitalization Program. As part of this program the City is now accepting requests from property owners for a free tree installation during the spring and fall planting seasons.

Property owners can complete an [online request form](#) to have a tree planted on their tree lawn, in front of occupied structures or sidewalk cut-outs typically found in commercial areas in front of businesses. Each location will be surveyed in person by a Field Operations Forester to ensure there are no conflicts with the surrounding infrastructure and that the site is suitable. Approved sites are then added to a list for a tree to be planted during the next available planting season. All requests are handled on a first-come, first-served basis.

The Tree Canopy Revitalization Program was created in support of Mayor Frank G. Jackson's tree planting initiative, in which he pledged up to \$1 million a year to replenish the city's tree canopy. To request a tree or to learn more, [click here](#).

Calls Regarding COVID-19 Complaints

With the passage by Cleveland City Council of an ordinance authorizing penalties for non-compliance with Mayor Jackson's mask mandate, enforcement is now in effect.

There are two numbers Clevelanders should call regarding non-compliance:

- **Business complaints:** CDPH hotline at (216) 857-7165
- **Individual or private residence complaints:** Cleveland Police non-emergency line at (216) 621-1234

Cleveland City Council recently approved the mandatory use of masks in public spaces as well as certain penalties for individuals and businesses that do not comply. On July 3, Mayor Jackson signed an amended order mandating the use of masks in public in the City of Cleveland to slow the spread of the highly contagious coronavirus. This includes mandatory use in bars, restaurants, shared office settings, rideshares and other shared spaces.

Citations may be issued with fines for the following:

- Any business or person violating the mask or safe-seating order (which maintains social distancing of at least six feet between patrons) is subject to civil penalties in accordance with Ordinance No. 556-2020, specifically chapters 602 and 236.
- Any business in the City of Cleveland with an employee who becomes ill with the coronavirus is required to immediately disinfect and sanitize the premises. Following a warning, they may be subject to a civil penalty of \$1,000 for the first offense and a civil penalty of \$3,000 for each subsequent violation.

CodeRED

Sign up for CodeRED alerts to receive calls and emails with important info regarding the coronavirus. To sign up online, visit <https://bit.ly/CLECodeRED>, get mobile alerts by downloading the CodeRED app via the Apple or Google Play stores. Seniors who need assistance signing up are welcome to call the Department of Aging at (216) 664-4383 for periodic phone call messaging.

Previous COVID-19 Updates from the City of Cleveland

[Click here to view previous updates.](#)

For more information about COVID-19, visit the following:

- www.cdc.gov/coronavirus
- <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>
- <http://www.clevelandhealth.org/>

About the City of Cleveland

The City of Cleveland is committed to improving the quality of life for its residents by strengthening neighborhoods, delivering superior services, embracing diversity and making Cleveland a desirable, safe city in which to live, work, play, and do business. For more information on the City of Cleveland, visit online at www.clevelandohio.gov, Twitter at @cityofcleveland or Facebook at www.facebook.com/cityofcleveland.