

Utility Customer Service - COVID-19 Notice

The City of Vero Beach Utility Customer Service department has changed its procedures to continue to provide necessary services while also ensuring the safety of the public. **Effective at 12:00pm on Friday, March 20, 2020**, the Customer Service Lobby will be closed until further notice.

We will continue to accept utility payments through the drive through window, drop box, mail, online, or by phone.

While the Customer Service department's physical offices will be closed to the public, our Customer Service employees will continue to be available via phone at **772-978-5100** and email at custsvc@covb.org and will work to ensure that all residents are able to conduct their business and obtain the information they need without person-to-person contact at the Utility Office. Please be aware that:

- Cash payments may only be received through the Drive Through window and should not be placed in the drop box.
- Payments may be made by phone at 772-978-5100 press Option 3.
- Customers can create an account with our new online service to view and access account information and schedule payments by clicking here:

[On-Line Account Log In](#)

- Applications for new service can be printed online or submitted by phone at 772-978-5100. Documents that may be required for new service can be e-mailed to custsvc@covb.org or placed in the drop box.
- Customer Service Representatives will be in communication with field service workers and meter readers to assist all customer needs.
- Utility department billing staff will continue to process regular billing.

If you find yourself in need of assistance, please don't hesitate to call our Customer Service line at **772-978-5100**.