



NEWS

March 19, 2020

For Immediate Release

Update on County Response to COVID-19

Redwood City – The County of San Mateo continues to work to protect public health and safety in response to the novel coronavirus known as COVID-19.

The County of San Mateo's Emergency Operations Center (EOC) remains open to coordinate countywide response and communications in response to the situation. The EOC's Joint Information Center will provide daily status reports Monday through Friday until further notice. Today's report:

San Mateo County Tax Collector Confirms April 10 Property Tax Deadline

San Mateo County Tax Collector Sandie Arnott issued a statement March 19, 2020, sharing concern about the impacts of COVID-19 but confirms that she does not have the power or authority to extend the April 10 delinquency deadline date codified in state statute.

Three offices in Redwood City, South San Francisco and Half Moon Bay will reopen on April 8 for walk-in tax payments only.

If offices need to remain closed on the April 10 deadline, tax payments will be accepted without penalty on the next business day the office is open to the public.

Taxpayers are encouraged to pay property taxes by mail, automated phone system, online or using the drop box located at 555 County Center in Redwood City or via the mobile mailbox, available April 6-10 from 9 a.m. to 5 p.m.

Updates and information can be found at <https://tax.smcgov.org/>

San Mateo County COVID-19 Cases

San Mateo County Health has updated the number of positive cases to 89 as of today.

Updates can be found at <https://www.smchealth.org/coronavirus>

San Mateo County Seeks Donations, Volunteers

Donations of Personal Protective Equipment (PPE) to assist health care providers and health care facilities responding to COVID-19 are being accepted. Any organizations that have extra PPE supplies that aren't immediately needed should consider donating them by emailing smcmddonations@smcgov.org.

Health care providers with an active license, public health professional, members of a medical disaster response team in California who would like to volunteer, should register at healthcarevolunteers.ca.gov/.

Comcast Implements New Policies for Customers to Stay Connected

The County's Information Services Department received notification that Comcast is offering some free services during COVID-19 in an effort to keep as many people as possible connected to the internet for education, work and personal health reasons.

The new policies will be in effect for the next 60 days and includes free Xfinity WiFi, unlimited data for free, complimentary Internet Essentials service, and more. Details can be found here <https://corporate.comcast.com/covid-19>.

PG&E Modifies Billing and Payments

PG&E has outlined a series of billing and service modifications to support San Mateo County customers who have been impacted by COVID-19.

A moratorium on service disconnections for non-payment has been implemented and will remain in effect until further notice. PG&E is also offering flexible payment plans to support customers and is waiving reconnection fees, return check fees, and new security deposits for up to one year.

Visit www.pge.com/covid19 for updated information on what PG&E is doing to mitigate potential disruption to their business operations.

Call Center Update

Residents with non-medical, non-emergency questions about the coronavirus can call 211 at any time, day or night. Callers from landlines and cellular telephones located within San Mateo County are connected with a trained service professional. 211 is a confidential service available in 180 languages.

The 211 service received 2,654 calls from the evening of March 6 through Tuesday, March 18.

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