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NewsRelease

For Immediate Release

Contact:
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March 16, 2020

MEWS Suspension of Disconnects

(Mayfield, KY)- In an effort to help our community and assist our neighbors during this time MEWS received approval yesterday from our Regulator (TVA) to suspend all disconnections for nonpayment until further notice. MEWS encourages all customers that are able to continue to make their payments by mail, web, bank draft, night deposit box, or drive thru to keep their accounts current. However, we realize that the COVID-19 risk has brought uncertainty to homes and businesses and has potentially created financial hardships for many at this time. We appreciate our customers and look forward to working through this together.



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MEWS office lobby will be closed to foot traffic effective 3.16.20 at 7 a.m

(Mayfield, KY)-Due to the rising concerns about the Coronavirus (COVID-19), we want you to know that our customers and staff are the first priority. MEWS understands that we will all be impacted by this situation; we will work to inconvenience our customers as little as possible while keeping their safety and health in mind. MEWS will continue business as close to usual as possible and provide service 24/7 as always. The main change will be starting Monday, March 16th the MEWS lobby will be closed to foot traffic to minimize the risk of contact between customers to assist in minimizing the spread of the virus. All payments, transactions, service orders, etc. will be handled by:

*By Phone

*Mail

* Web

* Drive Through

* Utilization of the "Night Drop Box" 24/7 located on the outside of our lobby-it will be checked hourly

MEWS is taking guidance from the Center for Disease Control (CDC), which recommends regular cleaning as one of the most important preventive measures we can take. We encourage all staff and customers to remain diligent in the CDC recommended practices. We look forward to getting through this together and will continue to provide safe and reliable service."