

What the Greenwood Utilities (GU) is doing in response to the COVID-19

To help protect the health and safety of our customers and employees in our community and to mitigate potential disruption to our business operations during the COVID-19 pandemic, GU is taking a number of precautions:

- GU does not expect any disruption in electric or water service during this public health crisis.
- GU is monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) for updates related to the virus.
- All non-essential business travel has been suspended.
- We have instructed our employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes. We are committed to continue addressing customer service needs.
- If a visit to GU is required, please make an appointment prior to coming. We encourage individuals try to attempt to conduct their business via e-mail/phones or website.

Bill payment options

- Customers who currently use our local office to pay bills and are sick or experiencing symptoms are asked to please use one of our other payment options such as:
 - Pay online (www.greenwoodutilities.com)
 - Pay by phone - Pay with your credit card (VISA, MasterCard, American Express, or Discover) over the phone anytime day or night, 662-455-7929 or;
 - Pay by mail - Pay with a check or money order made out to Greenwood Utilities.

Mail your payment to:

Greenwood Utilities, P.O. BOX 866, Greenwood, MS 38935

- Drop Box – Pay with a check or money order made out to Greenwood Utilities.
- Our lobby will be closed effective March 16, 2020 but the drive through will remain open. Please be sure to bring your bill to help ensure we can process your payment as quickly as possible.

According to the CDC, some of the best ways to prevent the spread of COVID-19 and other communicable illnesses are to practice everyday preventive behaviors such as staying home when sick, covering coughs and sneezes, consistently washing hands with soap and water and thoroughly cleaning frequently touched surfaces.



www.greenwoodutilities.com

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