

March 19, 2020

## Muskingum County Utilities Response to COVID-19

Muskingum County Utilities is voluntarily suspending shutoffs for nonpayment in response to the COVID-19 pandemic, effectively immediately. This suspension will apply to residential, commercial and industrial customers and will remain in effect until further notice. Although non-payment shutoffs are suspended, we encourage everyone to continue to make scheduled payments so you will not have a large bill to settle when this is over. Muskingum County Utilities will continue to monitor current events and support our customers.

The safety of our employees and customers is at the forefront of everything we do at Muskingum County Utilities. We understand the critical importance of the services we provide our customers. We are taking a proactive, coordinated approach to prevent, mitigate, and respond to COVID-19.

In addition to the shutoff moratorium, Muskingum County Utilities is doing the following in response to the pandemic:

- Our employees are taking all appropriate precautions to keep themselves and our customers safe.
- The Utilities Office is open regular hours for customer service.
- To minimize personal contact with our staff, we recommend that all customers call the office for assistance and use any of the payment options for paying bills other than coming to the office. In addition to the drop boxes listed on the Payment Options page, there is a night depository box next to the drive-up window at the Utilities Office.
- We will continue to ensure that our system is safe and, if an outbreak would occur in our service territories, plan to suspend all non-emergency work if necessary

Our top priority remains the health and safety of our customers and employees, those who are vulnerable, and the healthcare providers who are on the front lines of this pandemic.