

## PRESS RELEASE

# COVID-19 (Coronavirus) Update

### McMinnville Water and Light Extends Emergency Declaration

May 21, 2020

McMinnville Water and Light has been closely monitoring the developments surrounding the COVID-19 pandemic and responded with several precautionary measures to protect the health and safety of customers and employees. Based on direction and guidance from local, state, and national authorities, MW&L has taken the following actions:

- The McMinnville Water & Light Commission extended their emergency declaration with regard to the operation of the water and electric plants to **June 17, 2020**. Under this declaration:
  - Disconnections for non-payment for residential customers are suspended.
  - Late charges and delinquency processing charges for all residential customers are being waived.
  - The \$3.95 convenience fee for payment with credit cards, debit cards, and e-checks are being waived.
- The main office lobby was **closed to the public** on March 18, 2020, until further notice. MW&L is not able to re-open the lobby under the phase 1 re-opening Oregon plan issued by Governor Brown due to the physical distancing requirements. However, customer service staff is **AVAILABLE** in the office during business hours (M-Th 7:00 am-5:30 pm) to answer your questions via phone (503-472-6158) or email ([office@mc-power.com](mailto:office@mc-power.com)). We continue to have crews working in the field to ensure the reliability of your electric and water service, and they are available and ready to respond to emergencies 24/7. Although our field employees (crews, meter readers, engineering staff, etc.) always appreciate a friendly wave, we want to remind the public of the importance of keeping a safe and social distance while they work to maintain our critical electric and water systems.
- Payment Assistance- MW&L has a Customers Helping Customers (CHC) program that was designed to help residential customers overcome a temporary time of crisis by providing assistance to pay their utility bills. The program is funded by customer donations, with matching funds provided by MW&L and the City of McMinnville. If you are having difficulty making your payment, please contact us (503-472-6158) for more information on resources available to assist you in making your payment.



The following PAYMENT options are available:

- Dropboxes located at: 855 NE Marsh Lane parking lot and the City parking lot located at 2nd & Cows St. **(Please DO NOT place cash in the dropboxes)**.
- Online using SmartHub. SmartHub is our online payment gateway that can be accessed from your smartphone with a free app or via your computer with a web browser. You can pay your bill, check your usage, compare past usage and more (The \$3.95 Convenience Fee is being waived until further notice).
- Pay by Phone- 1-844-843-6846 using a Visa or Mastercard (The \$3.95 Convenience Fee is being waived until further notice).
- SmartBill (EFT)- With this free service, your bank, savings and loan, or credit union will automatically pay your McMinnville Water and Light utility bills directly from your account.
- By Mail: Send payment to PO Box 638, McMinnville, OR 97128.

For further information regarding this press release, please contact Community Relations Coordinator Trena McManus at (503) 435-3113.

