

PRESS RELEASE

COVID-19 (Coronavirus) Update

McMinnville Water and Light (MW&L) Implements Phased Approach to Resuming Disconnections for Non-Payment

July 22, 2020

In connection with Governor Brown's phased reopening of Oregon, McMinnville Water and Light has established a phased approach to resuming utility disconnects for non-payment. The phase-in approach will allow customers who have been affected by the COVID-19 pandemic and who may not be familiar with MW&L's disconnection process time to seek financial assistance or enter into a payment agreement with MW&L.

Beginning on **Wednesday, July 22**, McMinnville Water and Light plans to re-notice delinquent customers at disconnection by delivering door hangers and informational flyers to the service location. Customers that receive the disconnection notice are encouraged to contact MW&L immediately to discuss possible payment arrangements or assistance options. MW&L recommends that you continue making reasonable efforts and pay as much as possible on your utility bills to avoid high balances and possible disconnection.

On **Wednesday, August 12**, McMinnville Water and Light plans to resume disconnections for non-payment.

NEED ASSISTANCE PAYING YOUR BILL?

If you're experiencing a financial crisis, there are resources to help. **CONTACT US TODAY!**
Due to COVID-19 concerns, the main office lobby remains **CLOSED** to the public until further notice. However, customer service staff is **AVAILABLE** and here to help!
Office Hours: Monday-Thursday 7:00 am – 5:30 pm, closed Friday
503-472-6158
office@mc-power.com



In response to the ongoing COVID-19 pandemic, the McMinnville Water & Light Commission extended their emergency declaration with regard to the operation of the water and electric plants to **August 19, 2020**. Under this declaration:

- The General Manager is permitted to authorize extended time payment agreements for residential utility accounts to otherwise prevent disconnection for nonpayment of fees incurred during the declared state of emergency.
 - 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 remains **closed to the public**, until further notice. MW&L is not able to re-open the lobby under the phase 2 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). 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 funds available through our 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.