



ELECTRIC POWER & TELECOMMUNICATIONS

MURRAY ELECTRIC SYSTEM

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As you are already aware, the uncertain situation COVID-19 has created in our community, and our responses to this pandemic, are ever-changing and day-by-day. We are doing our best to keep you updated on how our business model has changed as we take guidance from the CDC and other health professionals. Murray Electric System has made temporary amendments to our policies in order to assist our community as much as we can while still providing safe and reliable electric & telecommunications services. We wanted to take some time to remind you of the changes we have made:

- Our main lobby is closed to the public until further notice.
- Service connections can be completed over-the-phone. Please call 270-753-5312 for more information.
- Service disconnections can be requested at www.mesdisconnect.com or by calling 270-753-5312.
- Technicians are only performing limited cable, internet, phone and security installations that will not require us to enter your home.
- You can return equipment to our office via a table in the entry way with instructions on how to do so. Please do not leave equipment after 4:00 PM, MES will not assume responsibility for equipment left in the entry way after 4:00 PM.
- Cable rate increases have been postponed until further notice.
- Although MES has several remote pay options that are free of charge, we are temporarily waiving the convenience fees that are assessed when using a Visa, MasterCard, or Discover.
- We have imposed a temporary waiver of late fees & penalties.
- We are temporarily postponing any terminations of service due to failure to pay until April 27th. At that time, the Board will re-evaluate the current situation and consider extending the postponement.

It is important to remember the temporary postponement is not a bill forgiveness; however, MES understands many of our customers will need extra time to pay your bill. Our customers will now be able take that extra time WITHOUT penalty if they chose to do so. This postponement of disconnections for failure to pay also applies to our prepaid customers. If the federal or state government extends any sort of relief payment, we would highly recommend that a portion of that payment be directed toward your utility bills. This will help minimize excessive amounts that will come due at a later date. These temporary policy changes are our attempt to help those who have been directly affected financially by this pandemic. Those who are able to keep their utility account paid and current should do so. This will help MES continue its operations and maintenance to ensure that power and broadband services are not affected. Any of our customers facing financial difficulty during this time are encouraged to call our office at 270-753-5312. We are in this [#TogetherKy](https://twitter.com/TogetherKy), and will do everything we can to help you during this uncertain time. [#MKY](https://twitter.com/MKY)