



Resuming Normal Business May 2020

FlexPay

Re-Opening the lobby to customers again: MU plans to open the lobby Monday, May 4th in a **limited capacity**. In an effort to conduct business safely, for our customers and our employees, MU will continue to abide by social distancing and limit the amount of people in our office. **All business can be handled by phone, email, or the drive thru so please do not feel obligated to come inside the office and risk the health and well-being of yourself and others. Please do not enter the office if you have cold or flu like symptoms.**

FlexPay Disconnects will start back May 18th for any account with a negative balance.

Customers who have been financially impacted by the Covid19 outbreak and need financial assistance with a past due balance have some options.

Central Services: Money has been set aside by Morristown Utilities and TVA to assist customers with utility bills who have been financially impacted by the Covid19 outbreak. These funds will be distributed on a first come, first served basis by Central Services. This money will not go by the normal financial assistance guidelines that Central Services usually follows, therefore, **ANY** MU customer qualifies for the assistance regardless of income.

Central Services
2450 S. Cumberland St
Morristown, TN 37814
423-586-9431
Mon. – Fri. 8:00am-4:30pm

Payment Options: Customers on FlexPay can pay with cash or cards through the 24/7 kiosk at the main office, 2 kiosks located at FastStop Markets in Morristown, by phone, online, at MU drive thru or inside the MU office.

If Disconnected – As is the normal policy of FlexPay if the account is disconnected the account must be brought to a positive \$25 balance to restore the service. Contact MU customer service if you need assistance.

MU Customer Service 423-586-4121