

PRESS RELEASE

COVID-19 (Coronavirus) Update

March 31, 2020

In response to the COVID-19 pandemic, the McMinnville Water and Light Commission declared a state of emergency on March 17, 2020 with regard to the operation of the water and electric plants. This declaration is effective for 60 days (through May 16) and ensured that the necessary steps can be taken to protect the health and safety of our employees and customers, while maintaining the critical operation of MW&L services.

On March 18, 2020, the main office lobby was closed to the public. This closure will remain in effect until further notice. However, customer service staff is **AVAILABLE** in the office during regular business hours 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.

McMinnville Water & Light understands that having access to water and power is crucial during this time, so all disconnects for non-payment have been suspended through May 16. To support our customers that may be facing a financial hardship during this COVID-19 event, the MW&L Commission approved the crediting of late charges and delinquency processing charges to all residential customers for the duration of the MW&L declared health emergency (May 16). Normal charges still apply, but if you are having difficulty making your payment, please contact us (503-472-6158) to make arrangements or for resources available to assist you in making your payment.

During this closure, we have the following PAYMENT options 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.