



For Information Contact:

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For Immediate Release

McMinnville Electric System and COVID-19

Effective Wednesday, March 25, 2020, the Board of Public Utilities and McMinnville Electric System will close the lobbies at both its locations until April 30, 2020. This decision to limit person-to-person contact was made in order to keep our customers and employees safe during the COVID-19 pandemic. Our job is to ensure the continued delivery of reliable electricity. We remain committed to doing just that, and hope our customers understand the need for healthy employees in providing this essential service.

There are many ways customers can continue to communicate and do business with MES.

- Monday – Friday – 7:30 AM – 4 PM, MES customers may utilize the drive-up window for payments only
- MES Customer Service Representatives will take debit/credit card payments by phone during regular business hours – 931.473.3144
- After hours, please drop your payment envelope in the night drop box
- For 24-hour service, you may access your account online at www.mesystem.net and click “Pay My Bill”
- Mobile access through our mobile app called MESPowerApp
- Arrange for Bank Draft and ebill for worry-free payment of your utility bill
- By mail, MES – PO Box 608 – McMinnville, TN 37111

- For new service, transfers, and electrical permits, please contact our office at 931.473.3144.

To support customers during this time of financial hardship and uncertainty, MES is suspending all disconnections for nonpayment of the utility bill and associated late fees. MES will waive the convenience fees for debit/credit card payments of not more than \$300. These measures will remain in place until further notice.

We want our customers to understand the utility bill is not being forgiven indefinitely. It remains due and payable. For this reason, if you are able to pay some or all of your utility bill, please do so. The unpaid balance will be reflected on your monthly statement.

The Board of Public Utilities, MES staff and employees are deeply aware of the hardship this health crisis has placed upon our community. It is the sincere hope of all of us at MES that these extra measures will provide assistance when it is most needed. After the crisis is behind us, MES will work with all our customers who have been directly or indirectly affected by COVID-19. Together, we will devise a payment plan to bring those accounts current.

Thank you for trusting us. MES, shining the light on your future...Since 1939.

McMinnville Electric System, a public power utility, distributes electricity to more than 8,000 customers in the City of McMinnville, Tennessee. MES offers reliable service, low rates, and extraordinary customer service. For more information about MES, visit www.mesystem.net.

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