

IMPORTANT INFORMATION FROM MANNING MUNICIPAL UTILITIES ABOUT COVID-19

MANNING, IOWA (April 7, 2020) – Manning Municipal Utilities (MMU) is committed to protecting its employees and citizens during the COVID-19 pandemic. MMU will have normal operating hours from 8am-4:30pm Monday-Friday, but will only be available via phone and/or online. MMU staff will continue to work behind the scenes, so please do not hesitate to call or email us. MMU can be reached at **712-655-3905** or via email at jeremy@manningia.com.

TELECOM SERVICES

MMU will be limiting in-home telecom service calls and installations effective immediately. We will continue to provide the best customer service possible, given the circumstances. If someone in your home has been exposed to COVID-19 or is sick, please notify MMU as soon as possible to reschedule. If we must enter your home, our technicians will wear personal protective equipment such as masks and gloves.

We will be asking the following questions prior to arriving at your home:

- **Do you or anyone in your home have a fever and/or respiratory symptoms? (cough, difficulty breathing)**
- **Did you or anyone in your home travel outside of the state within the last 14 days?**
- **Did you or anyone in your home have close contact with a person who was laboratory-confirmed with COVID-19 within 14 days of getting sick?**

For outages or incidents, MMU staff will first attempt to resolve any physical issue outside the property. If the problem is not a physical issue, staff will attempt to troubleshoot with the customer over the phone.

UTILITY/NATURAL GAS SERVICES

MMU's electric & gas employees will continue daily plant and distribution operations and will be on-call for any emergency situations that may arise.

BILL PAYMENT

MMU is encouraging customers to keep up-to-date with payments for electric, gas, telecom and all city services. Customer payment options are listed below:

- **Mail** – Payments will still be accepted by mail.
- **Drop box** – A black drop box is located in the MMU driveway near the street. Place all payments in an envelope with name and address or account number. MMU encourages you to call the office prior to placing cash in the drop box so staff can retrieve it once dropped.
- **Credit Card/Debit Card** – Must be paid online at: www.manningia.com A service charge does apply.
- **Automatic Pay** – Payments will be automatically withdrawn out of your designated bank account. Please contact us and we'd be happy to send you a form to sign-up.

While on-time payment is strongly encouraged, MMU will be waiving all late fees and suspending non-pay disconnection procedures through May 1, 2020. We understand our customers are going through a challenging time. We want to help as much as possible. At this time, normal collection procedures will resume after May 1, 2020; however, we are willing to work with customers and set-up payment plans, if necessary. Please know this is a fluid situation and subject to change. The most up-to-date messages can be found on MMU's Facebook page and the City's website: www.manningia.com

Manning Municipal Utilities appreciates our customers and your understanding during this time!

