



NEWS RELEASE

BOWLING GREEN MUNICIPAL UTILITIES

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Contact

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Date: October 15, 2020
FOR IMMEDIATE RELEASE

BGMU TO RESUME DISCONNECTS FOR NONPAYMENT

(Bowling Green, Ky.) BGMU will resume normal disconnect practices on November 17. Current balances will be subject to disconnect on bills with a due date on or after November 4. The coronavirus pandemic has created financial hardship for many of our customers. To assist our residential customers, we will automatically set up pay arrangements for past due balances.

Past due balances on residential accounts will be evenly split into monthly installments according to the following:

<u>Past Due Balance</u>	<u>Pay Arrangement</u>
Up to \$200	6 months
\$200 - \$500	9 months
\$500 - \$1,000	12 months
More than \$1,000	15 months

Residential customers are not required to call the office to request an arrangement. Customers with a past due balance should watch the mail for a letter from BGMU explaining pay arrangements. Customers are welcome to pay the balance in full if an extension is not needed. If customers need more time to spread out payments, they can call the office at 270-782-1200 to discuss payment options.

After suspending disconnects and late fees, BGMU has accumulated more than \$1.1 million dollars in past due balances and waived more than \$351,000 dollars in late fees. Late fees will be reinstated on commercial accounts in November and on residential accounts in January.



NEWS RELEASE

BGMU and TVA established a Community Care Fund at the Bowling Green-Warren County Welfare Center, and customers are encouraged to contact them at 270-843-5340 for financial assistance. Customers may also contact Community Action and United Way for assistance.

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About BGMU

Bowling Green Municipal Utilities provides electricity, water, wastewater services and high speed commercial data services to the Bowling Green area. The utility serves approximately 30,000 electric customers, 20,000 water/wastewater customers and 550 commercial fiber customers. For more information, please visit our website, www.bgmu.com.
