



NEWS RELEASE

BOWLING GREEN MUNICIPAL UTILITIES

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Contact

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Date: March 16, 2020
FOR IMMEDIATE RELEASE

BGMU COVID-19 UPDATE

(Bowling Green, Ky.) Bowling Green Municipal Utilities considers the safety of our customers and employees of the utmost importance. As we navigate these uncertain times, we want to assure you that we will provide reliable electric, water, and wastewater services to our customers.

In an effort to comply with the Governor's directive of social distancing, our lobby will be closed Tuesday, March 17 through April 1. There are multiple ways to interact with BGMU without visiting the office:

- From our website, you can pay your bill, access account information, and request new service. If you have trouble accessing your account, please call us at 270-782-1200. We'd be glad to help you sign in.
 - Our mobile app is called SmartHub. Download the app from the Apple App Store or Google Marketplace. Choose Bowling Green Municipal Utilities as your provider, and sign in to your account. The app allows you to pay your bill, view usage, and see billing and payment history.
 - You can use our automated phone system to get your balance and due date. You can also make a payment using a credit card or bank account. The phone number is 877-853-6836.
 - A drop box is located on the outside of the building right past the drive thru. You can drop off payments 24 hours a day in the drop box. Of course, the drive thru will also be open during normal business hours, 8am to 4:30pm, Monday through Friday.
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All of these options allow us to stay in contact without being in close physical proximity. We are available for questions in the call center at 270-782-1200, and you can email us at customerinquiry@bgmu.com.

Management at BGMU is meeting regularly to stay abreast of changes and information regarding COVID-19. As of this writing, BGMU has chosen to suspend disconnections for non-payment of bills until April 1. It is important to understand that failure to pay does not eliminate your bill. Even though your service will not be disconnected for non-payment, you will be responsible for paying the bill in full after April 1. We hope that in some small way, this eases some stress related to this national pandemic.

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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.